



KUALA LUMPUR CONVENTION CENTRE

# Accredited Supplier Programme

## For Exhibition Supplier Guidelines

Updated Aug 2026

*Uniquely World-class*

# Instruction to Suppliers

## 1.1 Introduction

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The **Kuala Lumpur Convention Centre (the “Centre”)** is a premier, world-class venue strategically located in the heart of Kuala Lumpur. The Centre serves as a distinguished destination for international, regional, and local conventions, trade exhibitions, public exhibitions, entertainment events, and other high-profile functions.

The Centre is managed and operated by **Convex Malaysia Sdn Bhd**, a joint venture between KLCC (Holdings) Sdn Bhd and Legends Global, and is owned by **Kuala Lumpur Convention Centre Sdn Bhd**, a subsidiary of Petroliaam Nasional Berhad (PETRONAS).

The Centre is committed to maintaining the highest standards of operational excellence, quality, safety, sustainability, and service delivery. This commitment is demonstrated through its adherence to internationally recognised management systems, certifications, and accreditation standards, including **ISO 9001:2015 Quality Management System, ISO 22000:2018 Food Safety Management System, ISO 14001:2015 Environmental Management System, ISO 45001:2018 Occupational Health & Safety Management System, ISO 37001:2016 Anti-Bribery Management System, ISO 41001:2018 Facility Management System, MS 1500:2019 Halal Management System, EarthCheck Gold Level Certification, AIPC Gold Quality Standard, and Healthy Venue Bronze Accreditation.**

In support of these standards, the Centre requires all suppliers and service providers engaged for exhibitions and events to demonstrate a high level of professionalism, competence, reliability, and compliance with the Centre’s established policies, procedures, and operational requirements.

Accordingly, only **accredited and approved suppliers with a proven track record of excellence and relevant technical expertise** are permitted to provide Exhibition Services and Electrical Connection Services to exhibitor stands. Approved suppliers are responsible for ensuring the proper planning, coordination, execution, and completion of all relevant technical, logistical, safety, and health requirements throughout the **build-up, event, and tear-down phases** of exhibitions and events incorporating an exhibition component.

All suppliers shall comply fully with the Centre’s applicable requirements, standards, safety procedures, operational guidelines, and statutory and regulatory obligations to ensure the safe, efficient, and professional delivery of services while maintaining the Centre’s reputation as a world-class venue.



## 1.2 Terms & Conditions

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### 1. Compliance with Mandatory Requirements

Suppliers shall comply with all mandatory requirements stipulated in the Qualification Form. Failure to fulfil any mandatory requirement may result in the Qualification Form being deemed incomplete, disqualified, and/or rejected by Convex Malaysia Sdn Bhd.

### 2. Confidentiality

All information, requirements, documents, and contents contained within the Qualification Form are strictly confidential. Suppliers shall not disclose, reproduce, distribute, or communicate any such information, whether directly or indirectly, to any third party without the prior written approval of Convex Malaysia Sdn Bhd.

### 3. Intellectual Property and Copyright

All rights, title, and interest, including copyrights, relating to the Qualification Form and its contents are reserved by Convex Malaysia Sdn Bhd. No part of the Qualification Form may be reproduced, modified, distributed, or used for any purpose other than the intended qualification process without prior written approval.

## 1.3 Mandatory Requirements

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Suppliers shall fulfil all of the following mandatory requirements:

### 1. ISO 9001:2015 and ISO 45001:2018 Certification

Hold valid accredited certifications for **ISO 9001:2015 Quality Management System** and **ISO 45001:2018 Occupational Health & Safety Management System** for a minimum continuous period of three (3) years. The certification scopes must be relevant to the services covered under this programme.

### 2. ISO 14001:2015 Certification

Maintain a valid and accredited **ISO 14001:2015 Environmental Management System** certification, with a scope relevant to the services provided under this programme.



### 3. ISO Audit Report

Submit the most recent ISO audit report, including the latest available certification, surveillance, or recertification audit report, for verification and assessment.

### 4. Minimum Paid-Up Capital

Maintain a minimum paid-up capital of RM200,000.00 throughout the validity of the accreditation.

### 5. Klang Valley Office

Maintain an operational and registered office within the **Klang Valley** to ensure adequate accessibility, communication, and operational support.

### 6. Minimum Assessment Scores

Achieve the following minimum scores in the Supplier Qualification Assessment:

- **70% or above** in the Competency and Capabilities Assessment (**Section B**); and
- **50% or above** in the ESG Assessment (**Section F**).

Failure to achieve either of the minimum scores may result in the supplier being deemed unsuccessful in the qualification process.

### 7. Waste Segregation at Exhibition Booths

Suppliers shall provide a minimum of two (2) waste bins at each exhibition booth, comprising:

- One (1) bin for recyclable waste; and
- One (1) bin for non-recyclable waste.

Suppliers shall ensure that waste segregation is properly maintained throughout the build-up, event, and tear-down periods in support of the Centre's sustainability and waste management objectives.



## 8. Contractor Dining and Food Regulations

The Kuala Lumpur Convention Centre will provide a **designated dining area for exhibition contractors** during the event build-up period. Meals will be available for purchase at approximately **RM10.00 to RM12.00 per meal**, subject to the applicable arrangements and menu.

For hygiene, food safety, housekeeping, and venue management purposes:

- Bringing or consuming food from outside the Centre is **strictly prohibited** within the Centre.
- Contractors and workers are **not permitted to dine along roadsides, access roads, loading areas, or other unauthorised locations** surrounding the Centre.
- The appointed Main Contractor shall be fully responsible for communicating these requirements to all employees, workers, subcontractors, and other personnel under its supervision.
- The Main Contractor shall ensure full compliance with the Centre's food safety, hygiene, housekeeping, and workplace conduct requirements at all times.
- Any breach of these requirements may result in appropriate corrective or disciplinary action in accordance with the Centre's applicable policies and procedures.

## 1.4 Anti-Bribery and Anti-Corruption Policy

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- a. The Company is committed to conduct all its business dealings with integrity. This mean avoiding practices of bribery and corruption of all forms in the company's daily operation. The Company takes a zero-tolerance approach against all forms of bribery and corruption and takes a strong stand against such acts.
- b. The Company has implemented and Anti Bribery Management System that meets the requirement of Section 17A the Malaysian Anti-Corruption Commission Act (Amended) 2018 to ensure all our work are conducted in an honest ethical manner.

## 1.5 Sustainability Policy

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- a. CONVEX MALAYSIA SDN BHD is committed to reduce negative impacts of business activities on the environment through implementation of continuous improvements. We encourage our suppliers to integrate principles of sustainability into business by consistently looking for new and better ways to minimize impact of its operations to the environment. Management systems – ISO14001:2015 is used as reference in preparing this guideline.
- b. For further details please follow the link :  
<https://www.klccconventioncentre.com/about/policies/sustainability-policy>.

## 1.6 Ethics

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KLCC's Code of Business Conduct and Ethics requires that business be conducted with honesty and integrity, and in compliance with all applicable laws. As such, we expect KLCC Suppliers and their agents to maintain high standards of ethics and transparency.

### 1. Business Integrity

The highest standards of integrity are expected in all business interactions. Any and all forms of corruption, extortion and embezzlement are strictly prohibited and may result in, or subject a Supplier to, immediate termination and legal actions.

### 2. Disclosure and Privacy of Information

Means to effectively safeguard customer information and intellectual property regarding business activities, financial situation, performance, and/or any other information deemed confidential shall be implemented and such information shall be disclosed only in accordance with the guidelines specified within any agreed upon non-disclosure agreement, privacy policy and as provided for by law.

### 3. No Improper Advantage

Bribes or other means of obtaining undue or improper advantage are not to be offered or accepted. No Supplier, or its representatives or employees, shall offer to any employee a kickback or bribe. Suppliers should observe local custom with respect to gifts, although the value of such offers should never be considered material enough to influence business decisions or contravene applicable regulations.



## 1.7 Human Rights

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The suppliers warrants and represents that it will take commercially reasonable efforts to abide by the following:

(i) to respect human rights and ensure that its policies and processes reflect the responsibility to respect human rights including to comply with all Applicable Laws and Regulations concerning human rights, and to include in Agreements with its suppliers, counterparties and third parties human rights provisions of similar standards;

(ii) to uphold principles of human rights aligned with the Applicable Laws and Regulations, on working hours, payment of fair and reasonable remuneration, respect the freedom of association and right to form and join trade unions and bargain collectively, and all legally mandated benefits;

(iii) under no circumstances use, employ or in any other way benefit, from slave and/or forced labour (indentured servitude, bonded, prison, compulsory or otherwise), or child labour, or use corporal punishment or other forms of mental and physical coercion as a form of discipline;

(iv) to be an equal opportunity employer and there shall be no discrimination in hiring or employment practices on the grounds of race, caste, colour, religion, gender, age, physical ability, sexual orientation, or union or political affiliation;

(v) to identify and prevent any potential or actual adverse impact so as to provide a safe and healthy working environment including, as applicable, implementation and monitoring of mechanisms to eliminate unsafe acts and practices. As a minimum, essential safety equipment, emergency exits and medical care must be provided;

(vi) to immediately notify the Client of all suspected or actual adverse human rights impact which it causes or has contributed to, whether directly or indirectly, and to remediate the adverse human rights impact including to provide adequate compensation or other appropriate remedy to the affected victims. Subsequently, the suppliers shall address the cause of the adverse human right impact so as to avoid further similar adverse impacts and provide to the Client a summary of the remedial and preventive measures taken within seven (7) days from the first occurrence;



## 1.8 Privileges of Accredited Suppliers

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Accredited Suppliers may enjoy the following privileges and benefits, subject to the Centre's applicable policies, procedures, availability, and prior approval:

### 1. Early Access for Exhibition Floor Marking

Accredited Suppliers may be granted early access to the exhibition floor for marking and related preparatory works, subject to availability, event requirements, and prior coordination and approval by the Centre.

### 2. Listing on the Centre's Official Website

Accredited Suppliers may have their company details listed on the Kuala Lumpur Convention Centre's official website, subject to the Centre's applicable criteria, approval, and publication guidelines.

### 3. Preferential Equipment Rental Rates

Accredited Suppliers are entitled to a 15% discount on standard equipment rental rates, including audio-visual equipment, banners, rigging, and handling equipment, subject to availability and applicable terms and conditions. This discount does not apply to equipment or services outsourced or procured from third-party suppliers.