



Prevention and Control Plan for COVID-19 Management

Updated 22/02/2021

Table of Contents

1. STATEMENT OF COMMITMENT.....	3
2. INTRODUCTION	4
2.1 ABOUT COVID-19 AND CONTROL MEASURE TAKEN BY SICC	
2.2 RESPONSIBILITY OF ALL SAFE MANAGER	
3. REOPENING FOR BUSINESS COVID-19.....	5
3.1 RISK MANAGEMENT FRAMEWORK	
3.1.1 ESTABLISHING PERSONNEL AND PERSONAL SAFETY	
3.1.2 ESTABLISHING SOCIAL AND PHYSICAL DISTANCING.	
3.1.3 IMPROVE HEALTH AND SAFETY MEASURE	
3.1.4 DEVELOP CROWD CONTROL	
3.1.5 PROMOTE AND ENFORCE MEASURES	
3.2 RISK MANAGEMENT IMPLEMENTATION	
3.2.1 RESPONSIBILITY AND SUPPORT	
3.2.2 AUTHORITATIVE REFERENCES AND RESOURCE	
3.2.3 COMMUNICATION, COLLABORATION AND LATEST INITIATIVE	
3.2.4 PERFORMANCE OF COMPLIANCE	
4. GENERAL CLEANING PROCEDURE.....	10
4.1 CLEANING, SANITISING AND DISINFECTING OF COMMON FACILITIES AND HIGH TOUCH SURFACES	
4.2 CLEANING, SANITISING AND DISINFECTING OF EVENTS, MEETING, EXHIBITION, VIP/VVIP ROOMS	
4.2.1 FOR OCCUPIED ROOM	
4.2.2 FOR CHECK-OUT ROOM	
4.2.3 FOR LONG UNUSED ROOM	
4.3 HIGH- CONTACT AREAS/SURFACE, TOUCH BY BOTH ASSOCIATES AND GUEST	
4.4 AIR QUALITY MANAGEMENT	
4.4.1 AIR PURIFIER AND IONISER	
4.4.2 AIR CONDITIONER	
4.4.3 NATURAL AIR CIRCULATION	
4.4.4 PLANT IONISER AND FOREST AIR TECHNOLOGY	
5. ASSOCIATES MANAGEMENT PROCEDURE.....	13
5.1 HEALTH SCREENING AND MONITORING	
5.2 PERSONAL HYGIENE ETIQUETTE	
5.2.1 HAND HYGIENE	
5.2.2 COUGHING / SNEEZING ETIQUETTE	
5.2.3 FACEMASK AND FACE VISOR	
5.3 SOCIAL AND PHYSICAL DISTANCING	
6. BUSINESS PARTNER MANAGEMENT PROCEDURE.....	16
6.1 HEALTH SCREENING AND MONITORING	
6.1.1 VISITORS, VENDORS, SUPPLIERS, TENANTS CONTRACTORS	
6.1.2 CREW/EVENTS OR CLIENTS' CONTRACTOR	
6.2 PERSONAL HYGIENE ETIQUETTE	
6.3 ENTRY AND SCREENING IDENTIFICATION MEASURE	
7. GUEST MANAGEMENT PROCEDURE.....	17
7.1 ARRANGEMENT OF SPECIFIC CONTROLS	
7.1.1 PRECAUTIONARY EVENTS	
7.1.2 HEALTH SCREENING AND MONITORING	
7.1.3 CLIENT / ORGANISER RESPONSIBILITY	
7.1.4 SAFETY AND HYGIENE MEASURES FOR CLIENT/ORGANISER AND GUEST/DELEGATES	
7.1.5 SETTING OF EVENTS ROOM, TIER AMPHITHEATRE, CLASSROOM AND CONFERENCE ROOM	
7.1.5.1 EVENT ROOMS	
7.1.5.2 CLASSROOM	
7.1.5.3 CABARET	
7.1.5.4 BANQUET	
7.1.5.5 COCKTAIL	
7.1.5.6 CATERING STAND UP	
7.1.5.7 TIER AMPHITHEATRE	
7.1.5.8 EXHIBITION BOOTH	
7.1.5.9 CONFERENCE LAY OUT	
7.2 ARRANGEMENT OF EVENTS SETTING	
7.2.1 CROWD MANAGEMENT	
7.2.2 QUEUE MANAGEMENT	
7.2.3 SEATING MANAGEMENT	
7.2.4 INTERACTION MANAGEMENT	
8. MANAGEMENT AND DOCUMENTATION PROCEDURE.....	23
8.1 MANAGEMENT, LOGS AND RECORD	
8.2 EVENT RISK ASSESSMENTS AND MITIGATION	
8.2.1 MITIGATION PROCESS FOR SUSPECTED INFECTED CASE	
8.2.2.1 GUESTS AND BUSINESS PARTNERS	
8.2.2.2 ASSOCIATES AND SUPPORTING PERSONNEL	
8.3 TRAINING AND PROMOTING OF HEALTHY HYGIENE PRACTICES	
9. SUSPECTED CASE MANAGEMENT PROCEDURE.....	25
9.1 MANAGEMENT OF QUARANTINE AREA	
9.2 MANAGEMENT OF SUSPECTED INFECTED PERSON.	

1. STATEMENT OF COMMITMENT

Our Commitment to Your Health & Well-being

Sabah International Convention Centre (SICC) prioritises the health and safety of all our guests, associates and business partners.

Our team is committed to uphold the highest standards of hygiene throughout our Convention Centre. In light of the dramatic changes to public health guidance due to the COVID-19 pandemic, we have significantly enhanced our operation, hygiene, housekeeping and maintenance measures with safety protocols to help ensure the wellbeing of everyone who walks through our doors.

These preventive actions and improved routines are as outlined and will be continued to be upgraded as new initiatives are identified.

2. INTRODUCTION

2.1 ABOUT COVID-19 AND CONTROL MEASURES TAKEN BY SICC

Coronaviruses are a large family of viruses found in both animals and humans, the main clinical signs and symptoms of COVID-19 include fever, coughing, difficulty in breathing and chest radiographs show bilateral lung infiltrates.

There are two main routes by which people can spread the COVID-19 virus:

- Infection can be spread to people who are nearby (within 1 metre) by breathing in droplets coughed out or exhaled by a person with the virus;
- People may be infected by touching contaminated surfaces or objects and then touching their eyes, nose or mouth.

Basic preventive measures are by regular hand washing or sanitising. Frequently touched surfaces will need to be treated with disinfectants which will therefore help to reduce the risk of spreading infection.

In this Standard Operating Procedure for the Prevention and Control Plan for COVID-19, all possible preventive actions from the state and federal government as well as international guidelines have been taken into consideration for effective approaches to combat the pandemic. Our All Safe Manager has been appointed as the custodian to ensure implementation measures are both adhered to and professionally managed at all times.

2.2 RESPONSIBILITY OF ALL SAFE MANAGER

The All Safe Manager responsibilities include:

To put “new” norm routines into practice, to monitor compliance and to lead the preventative hygiene and safety measures.

Make sure the procedures are communicated to associates, business partners and clients.

Ensure mass gathering activities; business events and associates activity are assessed based on compliance to risk control measures.

Accurate information, awareness and signage about COVID-19 is being communicated to the management and throughout the Convention Centre.

Stays up to date with legislation changes, guidelines and information from similar alliances for continuous improvement.

Manages guest and associate feedback and reviews regarding hygiene and safety ensuring follow-up

Through the continuous monitoring and verification of the outlined procedures in this document will ensure the successful execution of COVID-19 prevention measures. This will be achieved with collaboration and teamwork from all stakeholders, guests and associates at Sabah International Convention Centre.

3

REOPENING FOR BUSINESS COVID-19

3.1 RISK MANAGEMENT FRAMEWORK

3.1.1 Establishing Personnel and Personal Safety

	Planning	Operational	Post-Event
Perform Risk Analysis	X	X	X
Manage use of prevention materials (e.g. provide masks, disinfectant gel, disposal tissues)	X	X	X

3.1.2 Establishing Social and Physical Distancing

	Planning	Operational	Post-Event
Introduce barriers and mark floors to indicate space regulations for all queues, conference rooms and public spaces (e.g. entrance halls, walkways). Add physical transparent partitions on counters (e.g. admission, registration and customer service).	X	X	X
Allow spacious distance between booths and aisles for circulation.	X	X	X
Manage conference-style layouts for side events and break-out rooms to allow physical distancing.	X	X	X

3

REOPENING FOR BUSINESS COVID-19 – cont.

3.1.3 Improve Health and Safety Measures

	Planning	Operational	Post-Event
Enable access control and conduct health screening	X	X	X
Work with guidelines / protocols dealing with/denying entry to persons who fail health screening test (e.g. set up isolated room; inform the local health department).	X	X	X
Manage cleaning, sanitation and disinfection regimes of commonly used areas	X	X	X
Provide sanitising and handwashing station	X	X	X
Ventilated venues/exhibition halls and all rooms in the convention centre; to have air-conditioning, purifying and allow natural ventilation in place.	X	X	X
Adapt frequency of waste disposal.	X	X	X
Enable exhibitors and organizers to have enhanced cleaning and disinfection schedule for booths, exhibits and promotional materials (e.g. suggest that publicity materials be electronic).	X	X	X
Communications	X	X	X
Crisis Management	X	X	X
Food and Beverage and Banqueting Services	X	X	X
Transportation and Logistic	X	X	X
Business Partners (e.g. Visitors, Suppliers, Contractors)	X	X	X

3

REOPENING FOR BUSINESS COVID-19 – cont.

3.1.4 Develop Crowd Control

	Planning	Operational	Post-Event
Attendee flow management (e.g. monitor access routes, queuing space and entrances; exits; separate different areas of the event and control access).	X	X	X
Adapt registration process and manage set-ups to reduce contact onsite (e.g. encourage online registration wherever possible; print badges at home)	X	X	X
Manage numbers of guest on exhibition site (e.g. rationalize/ simplify raw space/space-only stand designs and construction methods to reduce time required to build and dismantle; allow longer timeframe to set up and dismantle).	X		X
Manage number of attendees on the exhibition site and in the meeting space (e.g. limit number based on area in gross square meters of the venue/hall aligned with physical distancing; assign tickets to designated time slots such as days and hours).		X	
Manage catering offer to allow physical distancing and encourage additional hygiene measures (e.g. distancing tables and limiting capacities inside dining areas; avoid buffet-style service stations; offer pre-packed food).		X	

3

REOPENING FOR BUSINESS COVID-19 – cont.

3.1.5 Promote and Enforce Measures

	Planning	Operational	Post-Event
Display measures and cleaning regime accessible for everyone.	X	X	X
Work in legal framework that clearly defines duties and responsibilities across everyone who involved.	X	X	X
Establish and maintain direct communication with local authorities.	X	X	X
Set up medical service points (e.g. medical support, patient handling, treatment and clinical support, patient transport and treatment, clinical waste management).	X	X	X
Manage training on epidemic prevention (e.g. master the skills of disinfectant use, cleaning public places and emergency disposal).	X		
Verify registration details on-site and, where appropriate, manage process to inform health authorities.	X	X	X
Monitor new sources of information and establish processes to act accordingly (e.g. designate a team to follow local news, podcasts and practice rumour controls; establish mechanisms for epidemic prevention and control).		X	
Manage procedure to address on-site concerns and answer questions from all attendees (e.g. hotline).	X	X	X
Monitor real-time crowd movements and establish processes to act accordingly (e.g. use technology to track in-show attendees; wristbands; Mobile Apps heat maps)		X	

3.2 RISK MANAGEMENT IMPLEMENTATION

3.2.1 Responsibility and Support

All Safe Manager is responsible to drive the framework execution and compliance while the Crisis Management Committee is responsible for the implementation. This to create status, focus, and clarity and shows clients, regulators and other stakeholders the importance and emphasis you place on (ownership and leadership over) health safety efforts and attaining a 'controlled environment.

Legal, Talent and Culture, and IT are responsible to advice and support where necessary for the application of measures.

3.2.2 Authoritative References and Resource

National government and state or local authority's guidelines as well as business federation advice and authoritative international guidance are being referred in developing the internal measures and standards in SICC's Procedure for the Preventive and Control Point for COVID-19.

3.2.3 Communication, Collaboration and Latest Initiative

Sales and marketing department will be informed on the use of framework and constantly updated. This will assure communication of the new norms is highlighted to stakeholders, guests and business partners so as to assist in collaboration and aligned.

SICC team is ready to adapt and be flexible to blend with new initiative. New technological innovations, changing guest needs, new social norms as well as regulatory requirements will get along the way. These will be discussed and updated to the team in order to drive and facilitate that discussion with a clear focus on value creation for both venues and organisers.

3.2.4 Performance of Compliance

The compliance of procedure will be verified by checking the available and updated records, working equipment and visual inspections including swab test if necessary.

The frequency of checking will be daily and compliance report will be sent to Crisis Management Committee for review. Immediate corrective action is required if any deviation of compliance found during auditing.

4 GENERAL CLEANING PROCEDURE

For precautionary cleaning, the general advisory is to use water and a disinfectant agent. Associates assigned on cleaning duties are equipped with personal protective equipment, not limited to face masks and gloves.

4.1 CLEANING, SANITISING AND DISINFECTION OF COMMON FACILITIES AND HIGH TOUCH SURFACES

The Convention Centre is implementing cleaning and disinfection processes to a minimum of twice daily and a minimum of three times daily for common facilities, as well as increased frequencies in accordance to traffic flow of the respective areas.

A log is maintained with a complete list of recommended disinfectants and / or detergents to be used for different areas or surfaces.

Common areas and identified high touch surfaces include, but not limited to the following:

- Main entrance
- Pre-function area
- Public areas (in and outdoors)
- VIP & VVIP rooms
- Lifts / elevators; including buttons, handles on and within
- Doors; including knobs, handles or any other mechanism
- Staircases & escalators; including handrails or any other fittings
- Tables, lecterns, chairs and stationery in meeting rooms being cleaned and sanitised in between sessions.
- Washrooms / baby room / breastfeeding / comfort room / business centre / meeting / function / convention & exhibition rooms
- Pantries / associate cafeteria or similar
- Back of house areas including but not limited to; offices, loading bay, stores, kitchens and including security registration area, walkie-talkies, stationery, personnel working tables, keyboards, desk phones and other shared items.

4 GENERAL CLEANING PROCEDURE - cont.

4.2 CLEANING, SANITISING AND DISINFECTING OF EVENTS, MEETING, EXHIBITION, CONVENTION AND VIP/VVIP ROOMS

4.2.1 For Occupied Rooms

A cleaning, sanitising and disinfection standard process is in place with pre-set frequencies with a recommended schedule when guests are not in the room. Disinfection should be carried out. A record is maintained accordingly.

4.2.2 For Unused Rooms

A separate detailed & thorough cleaning, sanitising and disinfection standard for vacant meeting rooms has been adopted. A record is to be maintained accordingly.

4.2.3 For Long Unused Rooms

Thoroughly detailed clean and sanitize the entire area especially if it has been closed. A record is to be maintained accordingly.

4.3 HIGH-CONTACT AREAS/SURFACES - TOUCHED BY BOTH ASSOCIATES AND GUESTS

Sanitising material guidance is being referred to ensure it is at an effective strength to protect all surfaces and we will avoid all food contact surfaces when using disinfectants. Procedures have been implemented to increase how often we clean and sanitize surfaces in the back-of-house. Restrooms regularly checked, cleaned and sanitized based on frequency of use. Hand sanitisers are readily available to all guests.

implementing cleaning and disinfection processes to a minimum of twice daily and a minimum of three times daily for

4 GENERAL CLEANING PROCEDURE - cont.

4.4 AIR QUALITY MANAGEMENT

4.4.1 Air Conditioner

Air conditioning functions in accordance to the agreed standard. This includes the following:

- i. Mechanical damper setting for CO2 sensor by calibrating BMS setting
- ii. Forth-nightly air filter checking and cleaning
- iii. Monthly checking and servicing of cooling coil

4.4.2 Natural Air Circulation

Whenever possible, natural air circulation will be allowed, by getting the Engineering and Security & Safety Department to approve the opening of windows and doors.

4.4.3 Air Purifier and Ioniser

Air purifier and ioniser will be used to filter or remove the remove harmful airborne particles and circulate the purified air back into the room.

4.4.4 Plant Ionizer and Forest Air Technology

The specified plants will be considered to be located at around room in order to support and help clean the air from harmful particles (allergens, moulds, germs) and reduce the infectivity and transmission of virus droplets.

5 ASSOCIATES MANAGEMENT PROCEDURE

5.1 HEALTH SCREENING AND MONITORING

Associates recording a body temperature of 37.5 degree Celsius or higher, and / or are displaying respiratory symptoms are to seek immediate medical attention, and should not be allowed to work. A temperature monitoring log of associates and of any symptoms is to be kept and maintained for records purposes and presented to health authorities when needed. Associates who are returning to work must declare if they have visited or been to any COVID-19 affected zone/state/countries and have not gone through a quarantine process, or any associates under Quarantine Order for any other reasons are not to be allowed to work. A travel and health declaration form is required for all associates returning to work after long leave (more than 14 days).

5.2 PERSONAL HYGIENE ETIQUETTE

5.2.1 Hand hygiene

- i. Messages and reminders are provided to wash and sanitise hands following the proper steps. Posters of hand washing and hand sanitising are to be located in appropriate areas.
- ii. Associates are trained on the importance of frequent hand washing, the use of hand sanitizers with at least 60% alcohol content and given clear instructions to avoid touching their hands and face.
- iii. Chemical hand sanitisers provided in the convention centre contain 60% - 80% alcohol for total protection against COVID-19.
- iv. A directory of the location of hand sanitising stations is provided in Convention Centre.
- v. Scheduled handwashing or hand sanitising exercises (following steps recommended by Ministry of Health Malaysia) must be carried out by all associates.

¹Bahagian a. Halaman 2 - Penerangan ringkas untuk tindakan semasa Proses Pendaftaran Peserta Pelaksanaan Majlis Kerajaan Dan Swasta Sepanjang Tempoh Perintah Kawalan Pergerakan Pemulihan (PKPP) dari YAB Ketua Menteri Sabah 22 Jun 2020.

5 ASSOCIATES MANAGEMENT PROCEDURE – cont.

5.2.2 Coughing/ Sneezing Etiquette

Cover mouth and nose with a tissue when coughing or sneezing and throw used tissues in covered waste bin. Cover mouth and nose with arm or hand when coughing or sneezing. Immediately wash hands.

5.2.3 Face Mask and Face Visor

Wearing an approved standard face mask or face visor will help to prevent the spread of infection and prevent contracting any airborne infectious germs. When someone coughs, sneezes or talks they could release germs. The use of a facemask and visor will help to eliminate cross contamination. It is compulsory for associates to wear facemasks upon entry and at all times in and around the Convention Centre.

Mask Type	1. Filtering Surgical Mask 3 Ply (Green, Blue, White, Pink, Cartoon)	2. Good Respiratory Mask (N/R/P with 95/99/100)
Feature	<p>Ply comprises of: 1st ply, non-woven 2nd ply, Filter 3rd ply, non-woven</p> <p>3 pleats of folds must be wide enough to allow the user to expand the mask so it covers the area from the nose</p> <p>Filtering unit reference: BFE - Bacterial Filtration Efficiency PFE - Particle Filtration Efficiency VFE - Viral Filtration Efficiency Normal filter range : 1 % - 100% Recommended filter range is 95% and above of PFE</p>	<p>Respirator Rating Letter Class N - Not oil resistant R - Resistant to oil P - Oil Proof</p> <p>Respirator Rating Number Class 95 - Removes 95% of all particles that are at least 0.3 microns in diameter 99 - Removes 99% of particles that are at least 0.3 microns in diameter 100 - Removes 99.97% of all particles that are 0.3 microns in diameter or larger. HE or HEPA quality filter.</p>

5 ASSOCIATES MANAGEMENT PROCEDURE – cont.

5.2.3 Face Mask and Face Visor – cont.

Mask Type	1. Filtering Surgical Mask 3 Ply (Green, Blue, White, Pink, Cartoon)	2. Good Respiratory Mask (N/R/P with 95/99/100)
When to remove	<p>Recommended to change frequently so as to avoid accumulation of droplets, thus blocking the air to mouth and bacteria growth on the filter.</p> <p>Medical standard: After 20 minutes of heavy exposure to fluid, one hour of normal use, or with each patient. The filter media of a mask becomes less effective the wetter it becomes.</p> <p>The reason of a 4 hours procedure change, is the rate of bacteria accumulation in 4 hours is at least 1 million of bacterial counts. And to avoid air blockage normal respiratory and effectiveness of filter media.</p>	Should be discarded after each "encounter" or "procedure", maximum of 8 hours of use.

- i. The disposal of used facemasks must be done following the proper steps and to be discarded in dedicated and closed bins.
- ii. Plastic face visors are reusable and will be sanitised on the both side of the shield ensuring there are no permeable holes.

5.3 SOCIAL AND PHYSICAL DISTANCING

Associates meals (if provided) at times will limited to pre-plated meals. Buffets will be permitted in line with general distancing guidelines and it is advised to allocate staggered meal periods for associates.

Management is required to display guidelines to associates and make available such for reference at all times. Management is also recommended to constantly communicate situation updates and precautionary practices to associates.

6 BUSINESS PARTNER MANAGEMENT PROCEDURE

Business partners including visitors, vendors, suppliers, tenants and contractors are to follow the guidelines. All third party personnel entering the Convention Centre are to be screened for body temperature and respiratory symptoms such as cough, running nose or shortness of breath prior to entering the Convention Centre. At the security registration point, third party personnel are required to complete temperature screening and health declaration. Those having flu-like symptoms must be referred to isolation room for further course of action.

6.1 HEALTH SCREENING AND MONITORING

Guests recording a body temperature of 37.5 degrees Celsius or higher, and / or are displaying respiratory symptoms will be directed to the isolation/quarantine area. A travel and health declaration related to COVID-19 Risk Assessment form is required for all associates prior returning to work after movement control period.

6.1.1 Visitor, Vendors, Suppliers, Tenants and Contractors

Visitors, vendors, suppliers, tenants and contractors performing on site works have to undergo the same screening process as associates.

6.1.2 Crew/Event or Clients' Contractors

Crew/event or clients' contractors have to enter through a dedicated entrance at Back of the House (BOH) example loading docks and will be screened upon arrival. They will be required to undergo the same screening process as associates.

6.2 PERSONAL HYGIENE ETIQUETTE

All third party personnel are required to follow the standard of personal hygiene etiquette including sneezing/coughing, hand hygiene and wearing of face mask.

6.3 ENTRY AND SCREENING IDENTIFICATION MEASURES

There will an issuance of individual security pass for crew/event or clients' contractors upon entry. Screening identification such as pass/wrist band/colour sticker will be implemented to gain re-entry without screening throughout the same day. Different colour codes sticker will be issued each day so as the same screening identification can not be used for multiple days.

7 GUEST MANAGEMENT PROCEDURE

7.1 ARRANGEMENT OF SPECIFIC CONTROLS

7.1.1 Precautionary Events

Guests will be warned in advance of the meeting date, to keep away and self-isolate if displaying any symptoms of COVID-19 or have been travelling or have high risk underlying medical conditions. Organisers or clients must obtain all the contact details for attendees for all types of events and make the same available to MOH or Government representatives if required to do so for tracking purposes. Organisers are to ensure all delegates agreed to and will proceed through temperature screening, scan MySejahtera. This will include the compulsory registration using QR code scan for each event. Attendee without smart device may register manually.

7.1.2 Health Screening and Monitoring

Thermal Imaging or temperature control systems will be SICC's responsibility when accessing the Convention Centre. Guests must be free from symptoms such as cough, running nose or shortness of breath. SICC will implement restricted access, thermal imaging temperature check at access points, demarcated queuing at access points including escalators and lifts. Demarcated positioning/facing directions in lifts. Any guest with a body temperature of 37.5 degree Celsius and / or displaying respiratory symptoms will be directed to isolated room immediately. Travel and health declaration form required to be completed.

Sanitising stations at all entrance points within Convention Centre and availability of masks will be compulsory. Masks and gloves can be made available but not necessary for the Convention Centre to provide for full size of event as this should be a pre-requirement for delegates to carry.

7.1.3 Client / Organiser Responsibility

Clients/organisers are responsible to ensure basic details of attendees are collected should contact tracing be needed. SICC should be provided with these details by organiser should there is a necessity of information to be required or retrieved.

Where elements of the event may generate queuing, congregating and not limiting to other activity of similar acts, organisers will be required to follow social and physical distancing instructions as per recommended by SICC. The instructions including marked distance, dispersing crowd, arrangement (of seating) according to recommended distance and other preventive measure against COVID-19.

GUEST MANAGEMENT PROCEDURE – cont.

7.1.3 Client / Organiser Responsibility

Clients/organisers are responsible to ensure basic details of attendees are collected should contact tracing be needed. SICC should be provided with these details by organiser should there is a necessity of information to be required or retrieved.

Where elements of the event may generate queuing, congregating and not limiting to other activity of similar acts, organisers will be required to follow social and physical distancing instructions as per recommended by SICC. The instructions including marked distance, dispersing crowd, arrangement (of seating) according to recommended distance and other preventive measure against COVID-19.

7.1.4 Safety and Hygiene Measures for Client/Organiser and Guest/Delegates

Measures including restricted access, thermal imaging or suitable temperature check at access points, demarcated queuing includes escalators and lifts.

A briefing incorporating evacuation as well as COVID-19 Precautions and health & hygiene etiquette will be undertaken (where applicable). SICC is providing sanitising stations, whereby face masks to be worn at all times. Cleaning and disinfecting will be available for surfaces. Whenever possible, opening doors will be assisted or temporarily to be open or hands-free door openings will help to avoid touching door and/ or handles.

Venues will be set up according to physical distancing i.e. no less than 1.0 metre to 1.5 metre between each person in all occasion regardless space limitation.

7

GUEST MANAGEMENT PROCEDURE – cont.

7.1.5 Setting of Events Room, Tier Amphitheatre, Classroom and Conference Room

Arrange spacing of one or two seats between participants with minimum of 1.0 metre.

There will be no limit² of participant number in any gathering event which then will be based on space capacity with social/physical distancing compliance.

The compliance of requirement will be based on the latest official circular notice from State or Federal Government at the point in time.

7.1.5.1 Events Room

Arrangement with spacing of 1.0 metre per seat. Distance of 2.0 metre in between 2 tables³.

7.1.5.2 Classroom

Distance of 2.0 metre in between 2 tables³.

7.1.5.3 Cabaret

Cabaret reduced to 4 persons per round table with increased aisle and row separation with minimum 1.0 metre spacing.

7.1.5.4 Banquet

Banquet reduced to 5 people per round table or depending to table size with minimum of 1.0 metre spacing.

7.1.5.5 Cocktail

Cocktail setting with minimum 4 square meters per person.

7.1.5.6 Catering Stand Up

Catering event with spacing of catering stations and cocktail rounds. Buffets will be permitted in line with clear distancing and minimise guest self-handling.

² SOP Am Pelaksanaan Majlis Kerajaan dan Swasta Majlis Keselamatan Negara Malaysia 15 Jul 2020 & SOP Am Pelaksanaan Majlis Sosial

³ YAB KM - Kenyataan Media Ketua Menteri 28072020

7.1.5.7 Tier Amphitheatre

Seating with 1.0 metre apart to be observed.

Dynamic seating analysis may be considered to be arranged for tier amphitheater with fixed-seat facility. Complete an analysis allows for pre-registered persons who are together who do not need to maintain physical distancing (typical example: family members) to sit together, pairs or small groups of 2, 3, 4 or even more people and having an algorithm calculate a new seating plan can greatly enhance seating capacity. However, this depends on any instruction or recommendation from authorities.

7.1.5.8 Exhibition Booths

Spacing of exhibition booths for trade and consumer shows will be set at a 3.0-meter distance.

Participant will be standardised for a maximum 3 participants and with control of two visitors at any one time to visit the booth with size of 9 square meters.

Extending exhibition hours, this enable guest to be spread out over more timeslots during the day and/or evening time to optimise distancing.

Below tips will be followed during the booth set up:

- i. Screen technology to display information will be made use to avoid physical brochure or paper;
- ii. Using booth designs with surfaces that can be easily cleaned and wiped, i.e. no cloth covers;
- iii. Creating clearly marked one-way paths around the exhibition floor;
- iv. Using zoning, linear arrangements and reorientation of booths to prevent so-called 'bootleg' aisles on the exhibition floor; or into the evening, optimizing distancing calculations;
- v. Using physical distancing allowances based on the locally or 1.5 to 2.0 meter distancing;

GUEST MANAGEMENT PROCEDURE – cont.

7.1.5.8 Exhibition Booths – cont.

- vi. Instructing guest before hall entry on routes through signage and handouts or digital chart;
- vii. Reminder instructions inside halls for visitors showing the routing layout;
- viii. Where feasible, display products in such a manner that they can be well observed but do not need to be handled or picked up by visitors (and eliminate or minimize handouts);
- ix. Using a desk or panel as a solid barrier or plexi-glass partitions in the booth to separate booth/stand;(for standard size booths, commonly measuring 3x3 meters in many countries);
- x. Placing any booth technology touch points (i.e. touchless contact) well apart;
- xi. During the event, drawing up people density maps (or registering people visitation data) and make adjustments in layout or booth positioning for optimal risk reduction.

7.1.5.9 Conference Lay Out

For break-out sessions and side events, consider new conference style layouts for seating use. Arrange angular arrangements are so-called 'staggered' and 'checkerboard' seating. Circular and semi-circular layouts are also to be considered upon client options.

7.2 ARRANGEMENT OF EVENTS SETTING

7.2.1 Crowd Management

A limit is to be set for the maximum number of persons allowed at every public section of the Convention Centre (example lobby, porch, elevators), a general calculation is based on distancing of 1.0 meter from one person to another, depending on the total available space. Physical markers and / or guide are to be displayed accordingly.

7.2.2 Queue Management

At all sections where a queue is expected, (example reception, food and beverages counter, elevators) guide or markers for distancing of minimum 1 metre from one person to another is required, with a total limit in accordance to physical space constraints.

The Convention Centre will ensure the smooth movement of queues at all areas in line with social distancing.

7.2.3 Seating Management

All seated sections are to be set with of 1.5 to 2-meter distancing or follow local requirement between tables and / or seats where applicable.

Dynamic and static seating numbers is included in managing seating. Example, dynamic seating analysis allows for pre-registered guest who are together and who do not need to maintain physical distancing (typical example: family members) to sit together.

7.2.4 Interaction Management

All sections where interactions between associates and guests that are unavoidable, precautionary measures are required.

Both associates and guests are required to wear appropriate face masks, and all touch areas, items and surfaces are to be constantly disinfected with recommended disinfectants or detergents. The Convention Centre will provide hand sanitisers at all interaction points, and to encourage e-payments where possible.

Organiser/Clients are reminded to apply contactless greeting among the attendee/guest all distancing policies, guides and references are to be made known and available to guests accordingly.

8 MANAGEMENT AND DOCUMENTATION PROCEDURE

8.1 MANAGEMENT, LOGS AND RECORDS

An All Safe Manager will be appointed to ensure implementation of the guidelines. Related preventive records and logs are recorded and verified by authorised superior and to be audited by All Safe Manager. All records are to be kept for a duration of six months for traceability and produced when required.

8.2 EVENT RISK ASSESSMENTS AND MITIGATION

An Event Risk Assessment and Mitigation Checklist will be implemented for all events and internal gathering activities. The event organiser will be required to complete this checklist prior to the actual date. The checklist will provide information on event risks and identification of mitigation plan. The details of attendees including their full name and contact number must be retained should any traceability required.

RISK VS MITIGATION MATRIX

Total Risk Score	Very Prepared (76-100)	Somewhat Prepared (51-75)	Somewhat Unprepared (26-50)	Very Unprepared (0-25)
0 (very low risk)	Very low	Very low	Low	Moderate
1 (low risk)	Very low	Low	Low	Moderate
2 (moderate risk)	Low	Low	Moderate	Very High
3 (high risk)	Moderate	Moderate	Very High	Very High
4 (very high risk)	Very High	Very High	Very High	Very High

COLOUR DETERMINATION KEY

KEY	Colour Determination Explanation
Very low	Overall risk of transmission and further spread of COVID-19 is considered <u>very low</u>
Low	Overall risk is <u>low</u> , however recommend checking if mitigation measures can be strengthened
Moderate	Overall risk is <u>moderate</u> , recommend <u>significant</u> efforts to improve mitigation measures or reduce risk of transmission should be made
Very High	Overall risk of transmission and further spread of COVID-19 is considered <u>very high</u>

8 MANAGEMENT AND DOCUMENTATION PROCEDURE – cont.

8.2.1 Mitigation Process of Suspected Infected Person

8.2.1.1 Guests and Business Partner

If the individual is an event attendee or business partner (visitors, suppliers, tenants, contractors), the Events and Security and Safety department are required to check and verify the person's contact details. Talent and Culture department required to check on the associates in attendance. Crisis Management Committee will follow the recovery process; check for symptoms and proper quarantine measures are implemented.

8.2.1.2 Associates and Supporting Personnel

If the individual is an associate, external security personnel, contractor or visitor, the Security and Safety department are required to check on the person's contact details. Talent and Culture department required to check on associates in attendance. Crisis Management Committee will follow the recovery process; check for symptoms and proper isolation and quarantine measure are implemented.

8.3 TRAINING AND PROMOTING OF HEALTHY HYGIENE PRACTICES

Formal training on; personal hygiene etiquette, handwashing and hand sanitising methods, proper steps to wear and dispose of face masks and visors care steps must be carried out by respective department heads.

The training attendance must be carried out and Head of Departments will ensure all associates attend the training.

Educational and informative posters on personal hygiene etiquette must be made available and placed at all common shared areas. This includes being communicated using company emails addresses, social media or any other practical means in order to get associates to familiarise themselves with COVID-19 control measures.

9 SUSPECTED CASE MANAGEMENT PROCEDURE

9.1 MANAGEMENT OF QUARANTINE AREA

The Convention Centre is preparing and establishing standard response procedures for any suspected cases which include: -

- i. Isolation area / room;
- ii. Designated and isolated route to the quarantine area / room from transport pickup point;
- iii. Contact of nearest Ministry of Health designated COVID-19 treatment centres;
- iv. Evacuation plan for associates, guests and other parties in the Convention Centre;
- v. Procedures and supporting records for contact tracing;
- vi. Procedures for cleaning, sanitizing and disinfecting on areas or areas exposed to the suspected case.

9.2 MANAGEMENT OF SUSPECTED INFECTED PERSON

SICC has arranged a designated Isolation Room where anyone failing thermal /temperature scanning or in any way is displaying COVID-19 symptoms can be isolated until they able to go home for quarantine, seek medical assistance or be collected by an ambulance, transferred to the nearest hospital set up to receive COVID-19 suspected persons.

Isolated room will have:

- Dedicated access and route without or minimize travelling through the public areas of the convention centre
- Direct ambulance or medical practitioner/paramedic access
- Equipped with facemask, visor, hand sanitising items
- Dedicated and well-trained person / team will in charge of the facility and cases with the appropriate PPE
- Once the suspected person is collected/transferred, the room must be completely sanitised and/ or disinfected.

The Convention Centre will have on standby First Aid team in refer to Emergency Response Team schedule. Should an organizer/client require the attendance a medical practitioner during their event, a specific arrangement will be made.