



# MySafe Business Events Planner

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BUSINESS  
EVENTS  
COUNCIL  
MALAYSIA



# Foreword

Minister of Tourism, Arts and Culture Malaysia



Amidst global travel restrictions, social-distancing protocols and prohibitions on mass gatherings, the world's business events (BE) industry has been compelled to adapt with the pandemic, with some events shifting online and others being deferred. Having the MySafe Business Event Planner is crucial in providing the right information on how business travellers could plan their journey to Malaysia. I would like to congratulate Malaysia Convention & Exhibition Bureau (MyCEB) and Business Events Council Malaysia (BECM) for coming up with this initiative which will greatly contribute to the reopening of the economy.

MySafe Business Event Planner should be used in conjunction with the latest travel advisory and health advisory issued by the National Security Council (NSC) on the spread of the pandemic to ensure organisers plan and execute events in a safe, sustainable and responsible manner. This is in line with safety guidelines by Ministry of Health (MOH) and Business Events Standard Operating Procedure (SOP). Being an information platform that is centralised, the MySafe Business Events Planner is a step-by-step format to guide international associations, meeting planners and trade show/exhibition organisers through the safety measures as well as to rebuild public confidence in meetings and events industry.

We look forward to welcoming all delegates and planners back to our beautiful country, Malaysia.

**Let's Meet in Malaysia, Truly Asia!**

**Dato Sri Hajah Nancy Shukri**  
**Minister of Tourism, Arts and Culture Malaysia**



# Foreword

Chief Executive Officer, Malaysia Convention & Exhibition Bureau

Business events (BE) is crucial for the success of many economies around the world. It boosts the revenue of the economy, creates jobs, develops the infrastructure of a country, and facilitates a sense of cultural exchange between foreigners and citizens.

In past years, the global business events sector has been thriving. From 2010-2020, Malaysia Convention & Exhibition Bureau (MyCEB) has supported 2,629 business events, which delivered an estimated economic impact of RM16.7 billion as well as attracted over 1.3 million delegates to the shore.

As part of the national recovery plan, Malaysia can safely conduct events for other business travellers to gain an unforgettable experience in Malaysia. MyCEB together with Business Events Council Malaysia (BECM) joint efforts in making sure the MySafe Business Events Planner reflects our purpose to help communities network, collaborate and innovate together.

Being an information platform that is centralised, the MySafe Business Events Planner is a step-by-step format to assist and guide them through the safety measures as well as to rebuild public confidence in meetings and events industry.

The impact of the pandemic will be felt for many years to come. We hope that the forward-thinking measures presented here will encourage and inspire you as we navigate these challenges times together and we look forward to welcoming you to Malaysia.

**BE Greater, Together. Lets' Meet in Malaysia.**

**Dato' Sri Abdul Khani Daud**  
**Chief Executive Officer**  
**Malaysia Convention & Exhibition Bureau**

# Foreword

Acting Chairman of Business Events Council Malaysia



The Business Events Council of Malaysia (BECM) is proud to support the Malaysia Convention and Exhibition Bureau (MyCEB) in progressing all efforts to ensure Malaysia remain as the destination of choice for Business Events (BE) or MICE.

MySafe Business Events Planner is a collective industry alliance effort to provide a current and highly relevant tool to ensure organisers and participants of events are equipped with the right information to ensure a safe and memorable event experience in Malaysia.

The content is highly relevant for a planning and information provision purposes and is designed to demonstrate Malaysia's readiness to safely welcome all business events and participants. The guide provides assurance of the safety in place to deliver the needs of our target audiences and familiarise with the protocols outlined.

BECM wish to thank the Ministry of Tourism, Arts and Culture, MyCEB and industry alliances for their support. We look forward to the continuous collaboration, to restart with safe BE (MICE) as well as together advance the growth and success of the industry.

Thank you.

**Dato' Vincent Lim**  
**Acting Chairman**  
**Business Events Council Malaysia**



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## 1.0

# Introduction

The Covid-19 Pandemic has sparked a significant shift to the landscape of the Business Events (BE) industry in Malaysia. Closed borders and country-wide lockdowns have made international travel less seamless and impacted heavily on the industry supply chain.

The Malaysian Government has taken the initiative to impose safety measures as a guideline for international travellers that is updated from time to time on the current situation in Malaysia. To enhance information provision specific to the BE industry, Malaysia Convention & Exhibition Bureau (MyCEB) in partnership with Business Events Council Malaysia (BECM) has taken a proactive move to formulate the MySafe Business Event Planner.

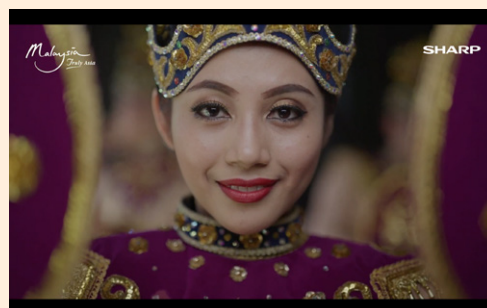
MySafe Business Event Planner incorporates the necessary advance planning and organising steps for an Event Organiser or Event Host and participants or delegates to ensure they are able to enjoy a safe and seamless travel and event experience in Malaysia. It also provides information on National Government Covid-19 management and support programme, and its national immunisation and recovery plan. It also includes some general guidelines for stakeholders.

It has never been more important to be vigilant during the challenges time therefore MySafe Business Events Planner provide access to essential BE planning tool that is constantly updated. To find out more, visit [www.myceb.com.my/MySafeBEPlanner](http://www.myceb.com.my/MySafeBEPlanner)

**#MeetinMalaysia**  
**#BEGreaterTogether**



**Watch Video**



**Watch Video**



2.0

# ORGANISER'S GUIDELINES





## 2.0

## Organisers Guidelines

This event organiser (EO) guidelines is a planning tool that outline consideration to take into account and plan as part of the event planning process from pre-planning phase to completion phase.

## JOURNEY PREPARATION AT HOME BASE

BEFORE YOU  
LEAVE HOME

- To ensure event organiser standard operating procedure (SOP) up to date and in place
- To provide and continuously update information on travel advisories, health & safety and compliance requirements
- To ensure the business events standard operating procedures is up to date
- Click here for Malaysia entry requirement updates by **Consulate General of Malaysia**
- Click here by protocol for travelers arriving at **Malaysia International Borders** by Ministry of Health Malaysia
- For travelling to **Sabah & Sarawak** please refer to the respective state government's website for the state's travel requirements.
- **Malaysia Travel Alert**

**Note:**

Check with the airline you are travelling with as other regulations may apply, particularly for transits.

TRAVEL &  
ACCOMMODATION  
PLANNING

- Vaccination **requirement** for destination entry
- Transportation update at the event destination
- Operating and compliance procedures, SOPs of destination/venues/hotels
- Airport green lanes and **Reopening of The International Tourism Sector For Langkawi Island Pilot Project**
- Logistics: Airlines, Transfers & Transportation

**Note:**

BE Special Lane will be announced based on the current situation.

PRE-EVENT  
REGISTRATION

- Identify size and type of the event/session and engagement features
- Venue approval from local authority: Contract, insurance, F&B services of the venue
- Connection to local host, suppliers and sponsors
- Marketing and promotions in all communication medium
- Individuals who are symptomatic, unvaccinated or are eligible but choose not to be vaccinated are not allowed to attend mass gatherings
- Individuals who are partially vaccinated will be considered as unvaccinated
- An individual is only considered fully vaccinated 14 days after the second dose of a two (2) dose vaccines or 28 days after a single dose vaccine.

Click here for **Standard Operating Procedures for Business Events**

## PRE-FLIGHT



- Effective 1 April 2022, Malaysia's international borders will be fully reopened, and the requirement for non-Malaysians to obtain MyTravelPass/MyEntry approval to enter Malaysia will be abolished. For fully vaccinated travellers, a negative RT-PCR test result done 48 hours prior to departure to Malaysia (as well as a professional RTK-Ag test done within 24 hours of arrival are required), while quarantine upon arrival is no longer required.
- **Malaysia Travel Alert**

HEALTH & SAFETY  
REQUIREMENT

- Provide checklist to participants to complete prior to departure date
- Recheck the SOPs of destination are met
- **Click here** for health declaration form for passengers on board
- **Key informations on COVID-19**



## ARRIVAL AT EVENT DESTINATION



### MALAYSIA ENTRY REQUIREMENT

- Provision of the latest entry requirement set by the **Malaysian Immigration Department**
- **Click here** for more information details on guideline for the entry point screening of travellers



### HEALTH SCREENING DECLARATION

- **Click here** for protocol for travelers arriving at **Malaysia International Borders** by Ministry of Health Malaysia
- Effective 1 April 2022, Malaysia's international borders will be fully reopened, and the requirement for non-Malaysians to obtain MyTravelPass/MyEntry approval to enter Malaysia will be abolished.
- For fully vaccinated travellers, a negative RT-PCR test result done 48 hours prior to departure to Malaysia (as well as a professional RTK-Ag test done within 24 hours of arrival are required), while quarantine upon arrival is no longer required.
- **Malaysia Travel Alert**



### IMMIGRATION CLEARANCE

- Provision of the **latest entry requirement** set by the **Malaysian Immigration Department**
- **Click here** for more information details on guideline for the entry point screening of travellers
- COVID-19 Travel FAQ by **Malaysia Airport Berhad**



### CHECK-IN HOTEL & SOP ADHERENCE



### TRANSFER TO HOTEL

## ONSITE EVENT ATTENDANCE

### View Business Events SOP

The **10 requirements** will continue to be enforced under the Prevention and Control of Infectious Diseases Act 1988 (Act 342), including the wearing face masks and practising physical distancing.

### ARRIVAL AT VENUE

- MySejahtera check-in\*
- Monitor SOP compliance
- Wear mask at all times and change your mask every 4 hours. Cover your nose and mouth when you need to sneeze. Sneeze and cough into your elbow and wash hands immediately after.
- Wash hands frequently with soap and water
- Sanitise frequently

### REGISTRATION

- Process delegate registration
- Provision of registration kit and event programme

**NOTE : Individuals who have not been vaccinated must undergo a pre-event test using a self-test kit (saliva) before attending, witnessed by the organiser, or receive confirmation from a medical practitioner.**

### EVENT SESSION / BETWEEN EVENT SESSION

- Ensure entrance and exit of event hall is clearly marked
- Staff are stationed to guide delegates

### RETURN TO HOTEL

- Wear mask at all times and change your mask every 4 hours. Cover your nose and mouth when you need to sneeze. Sneeze and cough into your elbow and wash hands immediately after.
- Wash hands frequently with soap and water
- Sanitise frequently

### EVENT END

### OUTDOOR ACTIVITIES (Offsite events/Visit)

- MySejahtera check-in\*
- Maintain physical distance
- Wear mask at all times and change your mask every 4 hours. Cover your nose and mouth when you need to sneeze. Sneeze and cough into your elbow and wash hands immediately after.
- Wash hands frequently with soap and water
- Sanitise frequently

## DEPARTURE TO HOME BASE





## 2.1 COVID-19 CRISIS MANAGEMENT DURING THE EVENT

### COVID-19 Now Updates

1. Take immediate action when receiving report on person detected having COVID-19 symptom during the event.  
(Symptom(s): fever, dry cough, sore throat, runny nose, abnormal fatigue, body pain, headache, loss of taste, smell, vomiting, diarrhoea, body temperature higher than 37.5 degrees Celsius)
2. Contact the onsite medical officer to inform them on the next course of action.
3. Isolate the person with COVID-19 symptom(s) in a designated room, and refer to the onsite medical officer for further treatment.
4. Event organizer need to identify the affected areas for immediate cleanup and disinfection process according to the method recommended by MOH.

Essential activities involved as follows:



**1. Patient is confirmed positive by laboratory test.**



**2. Admitted to isolation ward for treatment (symptomatic treatment).**



**3. If needed, antiviral drugs will be given.**



**4. Continuous monitoring of treated patient at isolation ward.**



**5. Discharge, if the consecutive test is negative.**

**For more information:**

**Visit Website**

3.0

# DELEGATES GUIDELINES



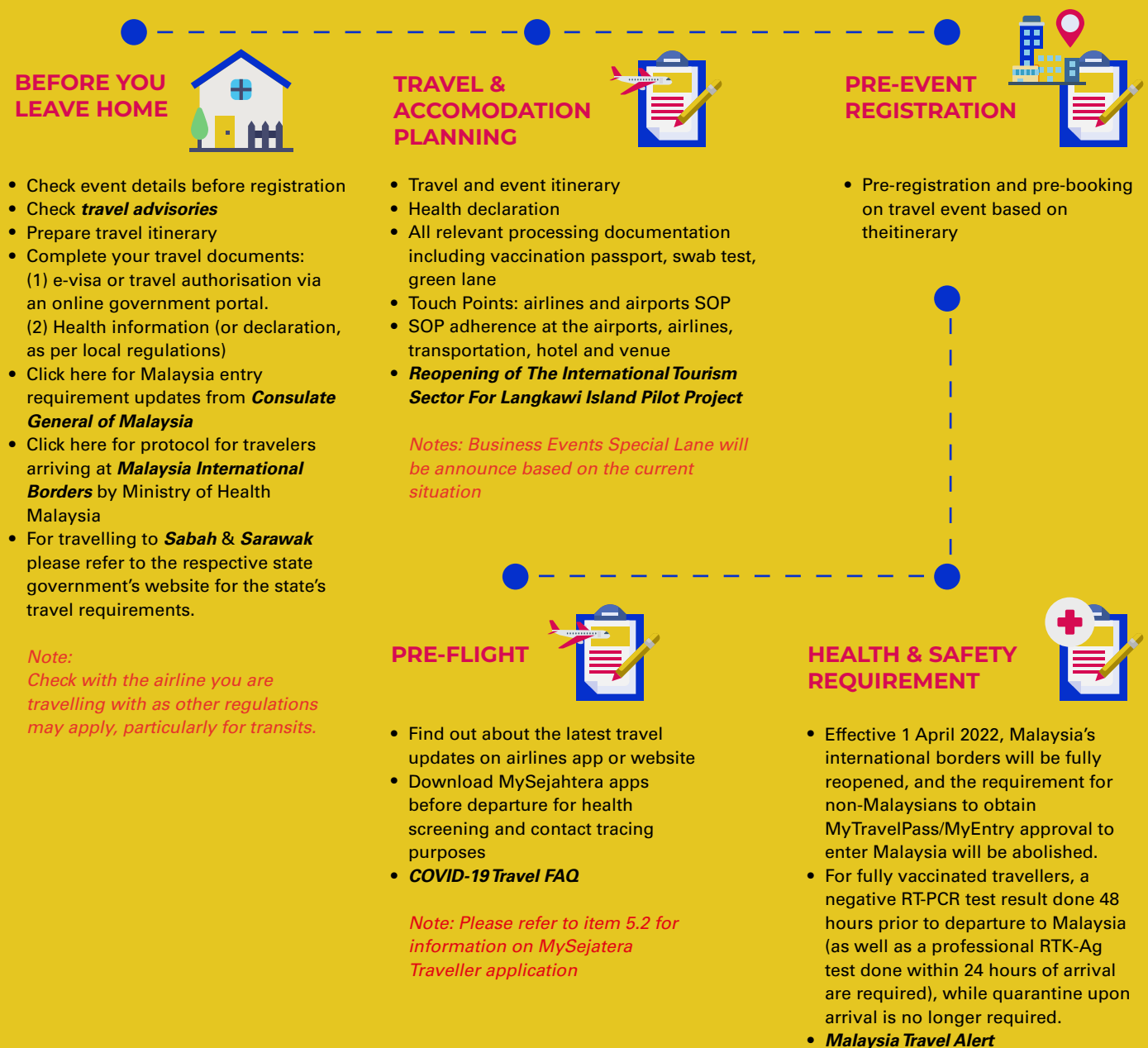


## 3.0

## Delegates Guidelines

This delegate guidelines is a planning tool that outlines considerations to take into account when a delegate plans to attend an event in Malaysia. It outlines steps from pre-planning, event attendance and departure to home base.

## JOURNEY PREPARATION AT HOME BASE



## ARRIVAL AT EVENT DESTINATION



### MALAYSIA ENTRY REQUIREMENTS

- All travellers must check-in to MySejahtera traveller application upon arrival at respective point of entry
- Provision of the latest entry requirement set by the **Malaysia Immigration Department**
- **Click here** for more information details on guideline for the entry point screening of travellers



### HEALTH & SCREENING DECLARATION

- Effective 1 April 2022, Malaysia's international borders will be fully reopened, and the requirement for non-Malaysians to obtain MyTravelPass/MyEntry approval to enter Malaysia will be abolished.
- For fully vaccinated travellers, a negative RT-PCR test result done 48 hours prior to departure to Malaysia (as well as a professional RTK-Ag test done within 24 hours of arrival are required), while quarantine upon arrival is no longer required.
- **Malaysia Travel Alert**



### IMMIGRATION CLEARANCE

- Ensure valid passport and Visa (if required)
- Invitation letter or event details (if required)
- To undertake a SWAB TEST (PCR/RTK) at point of entry
- All travellers are subjected to effective immigration procedures, rules and regulations during immigration clearance at point of entry
- All travellers are advised to follow Malaysia Government Pandemic/Epidemic SOP
- Provision of the latest entry requirement set by the **Malaysia Immigration Department**
- COVID-19 Travel FAQ by **Malaysia Airport Berhad**



### CHECK-IN HOTEL & SOP ADHERENCE



### TRANSFER TO HOTEL



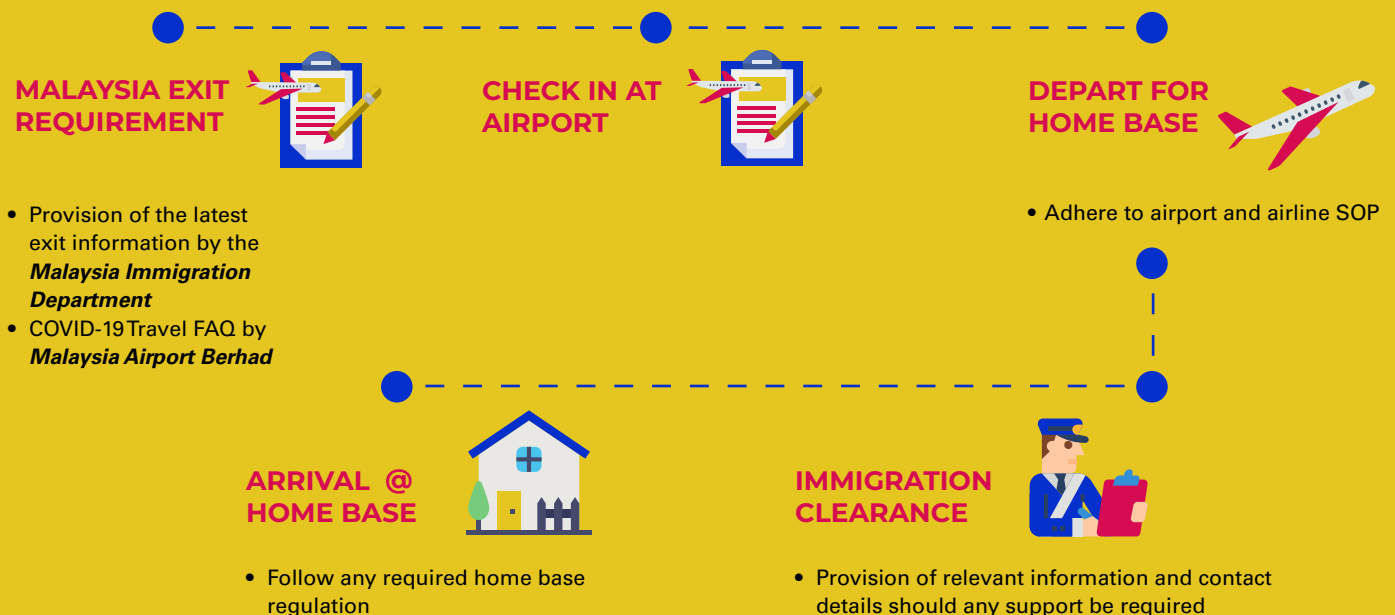
## ONSITE EVENT ATTENDANCE

### View Business Events SOP

The **10 requirements** will continue to be enforced under the Prevention and Control of Infectious Diseases Act 1988 (Act 342), including the wearing face masks and practising physical distancing.



## DEPARTURE TO HOME BASE



4.0

# STAKEHOLDERS GUIDELINE





## 4.0

# Stakeholders Guidelines

## 4.1 STAKEHOLDER INFORMATION

### 4.1.1 Pre/onsite/during/post event planning consideration

#### **Destination Assurance Supported by Travel Safe Alliance Malaysia (TSAM)**

- MATTATravel Safe Certification Program for Travel Agents
- MAH Clean & Safe Malaysia Programme Certificate for Hotels
- MACEOS Safe Venue Certification Programme
- Airlines Certification Program for Airlines
- Airport Health Accreditation Program

#### **Work on essential arrangements and partnership with venue provider**

- Address issues such as venue services, contracting and public liability
- Connection to local contractors, suppliers, and potential sponsors
- Connection to the local host community
- Broadening your audience and reaching new levels of engagement
- SOP adherence

#### **Recommended necessities:**

- Delegate pre-registration QR Code
- Onsite contactless registration
- Crowd control technology
- Cashless payment system



### 4.1.2 Be Mindful of High Touchpoint Areas

#### Movement

- Elevator buttons
- Escalator hand belts
- Door handles
- Podium hand rails

#### Registration

- Name tags
- Lanyards
- Business cards
- Programme materials

#### Session Rooms

- Desks and chairs
- Microphones
- Shared laptops
- Writing materials

#### Meals

- Tableware
- Cutlery
- Drinkware
- Tables and chairs

#### Exhibition Halls

- Exhibition booths
- Handouts
- Business cards
- Promotional displays

### 4.1.3 Technology Application and Adoption for Virtual and Hybrid Events

#### Venue selection criteria

- Operational track record
- Green screen and hybrid studio quality
- Equipment strength
- Technical expertise and team support
- Venue's health and safety SOPs
- Internet and streaming capabilities
- Power supply strength
- Space and service capabilities





#### 4.1.4 Planning Considerations

[View Business Events SOP](#)

### Consider

- Expected number of attendees
- Venue's capacity to allow physical distancing

### Check

- Malaysian government's latest self-quarantine period for international attendees
- COVID-19 updates and vaccination requirement

### Determine

- Roles and responsibilities for infection control by event organiser, exhibition organiser, professional conference organisers, secretariat, host committee and other parties

### Set

- Criteria and process for postponement of event related to a COVID-19 situation
- Participation criteria for overseas attendees and speakers



### 4.1.5 Health and Safety Requirement

Effective 1 April 2022, Malaysia's international borders will be fully reopened, and the requirement for non-Malaysians to obtain MyTravelPass/MyEntry approval to enter Malaysia will be abolished. For fully vaccinated travellers, a negative RT-PCR test result done 48 hours prior to departure to Malaysia (as well as a professional RTK-Ag test done within 24 hours of arrival are required), while quarantine upon arrival is no longer required. Requirements for non-fully vaccinated travellers will be announced before April 1, 2022.

**Visit website for more info**



## Hygiene Tips

### Personal Hygiene

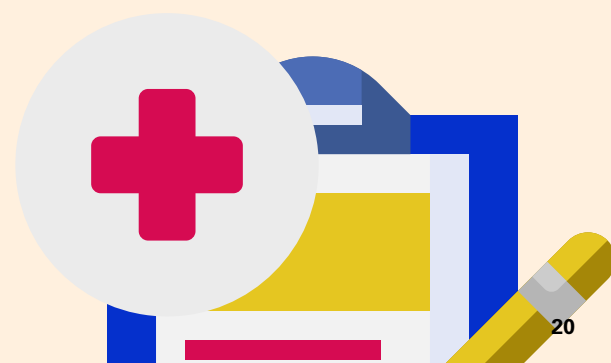
- Good personal hygiene should be observed at all times. Wash hand regularly with soap and water or use hand sanitizer
- Maintain at least 1 metre (3 feet) physical distance from other people
- Avoid touching eyes, nose and mouth

### Respiratory Etiquette

- Cover mouth and nose with bend of elbow or tissue if coughing or sneezing
- Throw tissue in the trash after using it
- Wash hands with soap and water or use hand sanitizer

### Guidelines for Hand Hygiene

- Wash hands for at least 20 seconds with soap and water or alcohol-based hand sanitizer after any contact with respiratory secretions
- Remove jewellery before any hand wash procedure
- Rinse hands under warm running water
- Lather with soap; cover all surfaces of the hands and fingers using friction.
- Rinse under warm running water
- Dry hands thoroughly with a disposable towel
- Turn off faucet without recontaminating hands
- Keep fingernails short and do not use fingernail polish or artificial nails
- Alcohol-based hand sanitizer may be used to decontaminate hands that are not visibly soiled
- Apply alcohol-based hand sanitizer to palm of one hand and rub hands together, covering all surfaces of hands and finger, until hands are dry





## Be Mindful of the Three Cs and Practice Three Ws

### 3C

#### **CLOSED SPACES**

(spaces with poor ventilation)

#### **CROWDED SPACES**

(places where many people may gather)

#### **CLOSED-CONTACT SETTINGS**

(places where close conversation and vocalisation may take place)

### 3W

#### **WASH YOUR HANDS**

#### **WEAR A MASK**

#### **WATCH YOUR DISTANCE**

[View Business Events SOP](#)



5.0

# USEFUL INFORMATION RELATED TO COVID-19 IN MALAYSIA



## 5.0

# Useful Information Related To Covid-19 In Malaysia

## 5.1 ONE STOP CENTRE INFO RELATED TO COVID-19 IN MALAYSIA

The One Stop Centre is represented by the Ministry of International Trade and Industry (**MITI**), Malaysian Investment Development Authority (**MIDA**), Ministry of Health (**MOH**) and Immigration Department of Malaysia (**IMI**) to ensure the legitimacy and health status of business travellers before they enter into Malaysia. This initiative is also a joint collaboration with Ministry of Foreign Affairs (Wisma Putra), Malaysia Airports Holdings Berhad (MAHB), Malaysia Airlines Berhad (MAB) and Talent Corporation Malaysia Berhad (TalentCorp).

### 5.1.1 *Visit MySejahtera*

### 5.1.2 *Visit The Official Malaysia Government Website for Data and Insights on Covid-19*

### 5.1.3 *Visit Safe Travel Malaysia by MIDA*

### 5.1.4 *Visit Ministry of Tourism, Arts and Culture*



## 5.2 MySEJAHTERA APPLICATION

MySejahtera is an application developed by the Government of Malaysia to assist in monitoring COVID-19 outbreak in the country by empowering users to assess their health risk against COVID-19. The MySejahtera application was developed through the strategic collaboration of the Malaysian National Security Council (MKN), Ministry of Health Malaysia (MOH), Malaysian Administrative Modernisation and Management Planning Unit (MAMPU) including the Malaysian Communications and Multimedia Commission (MCMC). This application also provides the Ministry of Health (MOH) with necessary information to plan for early and effective countermeasures.

[Visit MySejahtera website](#)



## 5.3 Registration of MySejahtera Traveller

### STEP 1

**Click Here To Register**



### STEP 2

**Add Point of Entry**

(every port of entry would have a unique QR Code)



### STEP 3

**Print the QR Code and display**



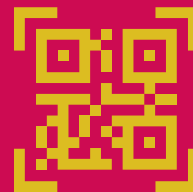


## 5.4 MySejahtera Traveller Application

**MySejahtera Traveller** is a function built specially for travellers (Malaysians and Non-Malaysians) who would be returning or visiting Malaysia. This is based on the new standard operating procedure developed by the Malaysian Government to ensure the COVID-19 pandemic is under control. Amongst the use of this new function are:



Ensure travellers complete the health declaration form prior to arriving into Malaysia.



Arrival check-in at the point of entry using the MySejahtera QR Code Scanner.



## 5.5 MySejahtera Check-In

**MySejahtera Check-In** is an extension of MySejahtera where it empowers small businesses, restaurants, shops, agencies, construction sites, companies, schools, hotels and all types of premises to follow standard operating procedures (SOPs) developed by the government in view of COVID-19 outbreak in Malaysia.

All types of business, events and services are required to obtain and display the MySejahtera Check-in QR Code. MySejahtera users can use the MySejahtera QR Code scanner within the app to scan the QR Code displayed.



6.0

# SAFETY MEASURES BY MALAYSIA AIRPORTS



## 6.0

### Safety measures by Malaysia Airports Berhad (MAHB)

Malaysia airports issues travel advisory to remind passengers to adhere to all safety measures for their continued wellbeing.

For more information:

[Visit MAHB Website](#)

Reopening of The International Tourism Sector For Langkawi Island Pilot Project

[Visit Website](#)

COVID-19 Travel FAQ by Malaysia Airport Berhad

[Visit Website](#)



[Watch Video](#)



7.0

# TRAVEL SAFE ALLIANCE MALAYSIA



## 7.0

# Travel Safe Alliance Malaysia



An industry wide initiative has been undertaken to further inspire confidence in the public and support national economic recovery in business events. This collaboration has culminated in industry associations driving safe certification and accreditation from internationally endorsed organisations.

To explore details, please click on the links below:



- Clean & Safe Malaysia Certification Programme
- Malaysian Association of Hotel (MAH)



- Travel Safe Certification Program
- Malaysia Association of Tour & Travel Agents (MATTA)



- Airlines Certification Programme
- Malaysia Airlines Services
- AirAsia



- Airport Health Accreditation Programme
- Malaysia Airports Holdings Berhad (MAHB)



- Safe Business Events
- Malaysian Association of Convention and Exhibition Organisers and Suppliers (MACEOS)

8.0

# USEFUL CONTACTS





## 8.0

## Useful Contacts

# BUSINESS EVENTS COUNCIL MALAYSIA

The Business Events Council Malaysia (BECM) is a national council established to represent the voice of Malaysia's business events industry, while increasing engagement and encouraging leadership within the industry's supplier community.

With the overall aim of synergising efforts to advance Malaysia's competitiveness as a preferred business events destination, BECM, which is also supported by Malaysia Convention & Exhibition Bureau (MyCEB) and state convention bureaus, was established in 2018 and currently comprising the following industry trade associations alliance partners:



**Arts, Live Festival and  
Events Association (ALIFE)**

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**Malaysian Association  
of Hotels  
(MAH)**

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**Malaysia Retail Chain  
Association (MRCA)**

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**Malaysian Association  
of Tour and Travel Agents  
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**Malaysia Shopping Mall  
Association (PPKM)**

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**Malaysia Retailers  
Association  
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Tower A, Menara UOA Bangsar  
No. 5, Jalan Bangsar Utama 1  
59000 Kuala Lumpur

☎ +603 - 2284 8322  
✉ [enquiry@mra.com.my](mailto:enquiry@mra.com.my)  
🌐 [mra.com.my](http://mra.com.my)



**Malaysian Society of  
Association Executives (MSAE)**

Level 9, Menara Z10  
Jalan Alamanda 2  
Presint 1  
62000 Putrajaya

☎ +603 - 8893 4517  
✉ [mycebad@myceb.com.my](mailto:mycebad@myceb.com.my)  
🌐 [www.mymsae.org.my](http://www.mymsae.org.my)

## 8.1.1 MALAYSIAN BUSINESS EVENTS BUREAUS



### Malaysia Convention & Exhibition Bureau

Level 9, Menara Z10  
Jalan Alamanda 2  
Presint 1  
62000 Putrajaya

+603 - 8893 4500  
info@myceb.com.my  
www.myceb.com.my



### Business Events Sarawak (Formerly known as Sarawak Convention Bureau)

Level 3, Plaza Aurora  
Lot 20, Section 30  
Jalan McDougall  
93000 Kuching, Sarawak

+6082 - 242516  
www.businesseventssarawak.com



### Penang Convention & Exhibition Bureau (PCEB)

No. 14A & 16A (First Floor)  
The Whiteaways Arcade  
Lebuh Pantai, George Town  
10300 Penang

+604 - 261 6161  
info@pceb.my  
www.pceb.my

## 8.1.2 TOURISM MALAYSIA HEADQUARTERS



No. 2, 9th Floor, Tower 1, Jalan P5/6, Precinct 5, 62200 Putrajaya

+603 - 8891 8000 | 1800 88 5050  
enquiries@tourism.gov.my  
www.tourism.gov.my

## 8.1.3 LOCAL TOURISM OFFICES

Sarawak Tourism Board	Tourism Selangor Sdn Bhd	Bahagian Promosi Pelancongan (BPP)
<p>Level 4, Plaza Aurora Jalan McDougall 93,000 Kuching Sarawak</p> <p>+6082 - 4236 00 stb@sarawaktourism.com</p>	<p>Lot P7, Jalan Indah 14/12, Section 14 40000 Shah Alam Selangor Darul Ehsan</p> <p>+603 - 5513 2000 info@tourismselangor.my</p>	<p>Bahagian Promosi Pelancongan Jabatan Ketua Menteri Melaka Lot G-14, Kota Cemerlang 75450 Ayer Keroh, Melaka</p> <p>+606 - 231 820</p>



Johor Tourism Department	Labuan Corporation	Langkawi Development Authority (LADA)
No 2, Jalan Air Molek 80000 Johor Bahru, Johor  +607 - 2241 432 tourismjohor@johor.gov.my	Department of Tourism, Culture and Arts Tingkat 1, Blok A, Wisma Perbadanan Labuan, Jalan Merdeka Peti Surat 81245 87022 Wilayah Persekutuan Labuan  +6087 - 4087 41 +6087 - 4087 42 explore@labuantourism.my	Kompleks LADA Peti Surat 60 Jalan Persiaran Putra 07000 Langkawi, Kedah  +604 - 9600 500 +604 - 9600 501 support@lada.gov.my
Perak Tourism	Tourism Pahang	Sabah Tourism Board (STB)
Tourism Perak Management Berhad 22, 22A & 22B Jalan Teh Hawa 30300 Ipoh, Perak  +605 - 2499 966 wow@peraktourism.my	Tourism Pahang, No 33 & 33A ICT Hub, Indian Town Jalan Putra Square 4 25200 Kuantan, Pahang  +609 - 568 1623 +609 - 568 1624 pahangtourism2015@gmail.com	51 Gaya Street 88000 Kota Kinabalu, Sabah  +6088 - 212 121 tourism.sabah.gov.my

## 8.1.4 FEDERAL ECONOMIC PLANNING UNIT

Setia Perdana 5 & 6  
 Setia Perdana Complex  
 Federal Government Administrative Centre  
 62502 Putrajaya

+603 - 8000 8000  
 webmaster@epu.gov.my

## 8.1.5 STATE ECONOMIC PLANNING UNITS

Perlis	Kedah	Pulau Pinang
Bahagian Perancang Ekonomi Negeri Perlis Pejabat Setiausaha Kerajaan Negeri Perlis Aras 1, Kompleks Undangan Negeri Perlis 01000 Kangar, Perlis  +604 - 9852 373	Bahagian Perancang Ekonomi Negeri Kedah Aras 3, Blok B Wisma Darul Aman 05503 Alor Setar Kedah Darul Aman  +604 - 7027 000	Bahagian Perancang Ekonomi Negeri Pulau Pinang Tingkat 26 Kompleks Tun Abdul Razak (KOMTAR) 0503 Pulau Pinang  +604 - 2611 897

Perak	Selangor	Negeri Sembilan
Unit Perancang Ekonomi Negeri Aras 1 Bangunan Perak Darul Ridzuan Jalan Panglima Bukit Gantang Wahab 30000 Ipoh, Perak  ☎ +605 - 2095 126	Unit Perancang Ekonomi Negeri Selangor Sub-seksyen Pelancongan Seksyen Pihak Berkuasa Tempatan Tingkat 4, Bangunan SSAAS 40000 Shah Alam, Selangor  ☎ +603 - 5544 7102	Unit Perancang Ekonomi Negeri Sembilan Tingkat 5, Blok D Wisma Negeri 70503 Seremban Negeri Sembilan Darul Khusus  ☎ +606 - 7659 950
Melaka	Johor	Pahang
Unit Perancang Ekonomi Negeri Melaka Jabatan Ketua Menteri Melaka Aras 3, Blok Temenggong Seri Negeri, Hang Tuah Jaya 75450 Ayer Keroh, Melaka  ☎ +606 - 3333 333 (7322)	Bahagian Perancang Ekonomi Negeri Johor Aras 1 & 2, Blok B Bangunan Dato' Jaafar Muhammad, Kota Iskandar 79503 Iskandar Puteri Johor Darul Takzim  ☎ +607 - 2666 618	Bahagian Perancang Ekonomi Negeri Pahang Pejabat Setiausaha Kerajaan Negeri Pahang Tingkat 4, Wisma Sri Pahang 25503 Kuantan Pahang Darul Makmur  ☎ +609 - 5126 701
Terengganu	Kelantan	Sabah
Unit Perancang Ekonomi Negeri Terengganu Tingkat 13, Wisma Darul Iman 20503 Kuala Terengganu Terengganu Darul Iman  ☎ +609 - 6231 957	Pejabat Setiausaha Kerajaan Negeri Kelantan Unit Perancang Ekonomi Negeri Aras 1, Blok 1 Kompleks Kota Darulnaim 15503 Kota Bharu Kelantan Darul Naim  ☎ +609 - 7482 560 (1102)	Kementerian Pelancongan Kebudayaan dan Alam Sekitar Sabah Tingkat 5, Blok A Wisma Tun Fuad Stephens Karamunsing 88300 Kota Kinabalu, Sabah  ☎ +688 - 269 711
Sarawak		
Kementerian Pelancongan, Kesenian dan Kebudayaan Sarawak Tingkat 16 (Sayap Kanan) Bangunan Baitulmakmur II Medan Raya, Petra Jaya 93050 Kuching, Sarawak  ☎ +6082 - 443 067		

## 8.1.6 LIST OF EVENT MANAGEMENT INSURANCE

The following are companies offering event management insurances for consideration:

1. ACPG MANAGEMENT SDN BHD

**Visit Website**

2. CHUBB INSURANCE MALAYSIA BERHAD

**Visit Website**

3. INSTANT EXHIBITIONS SDN BHD

**Visit Website**

4. SENANGNVS SDN BHD

**Visit Website**

## 8.1.7 COMPANIES PROVIDING COVID-19 INSURANCE FOR TRAVELLER

1. AIA BERHAD

**Visit Website**

2. TUNE PROTECT

**Visit Website**

*NOTES: For more info and option, visit  
<https://www.bnm.gov.my/life-business>)*



## 8.1.8 REGISTERED TOUR GUIDE AND TRAVEL AGENCY

Registered tour guides and travel agencies allow you to experience competent and professional guides for these services; tour itinerary, tour commentary, tour arrangement, tourist health, safety and security. The latest listing is managed by Ministry of Tourism, Arts and Culture Malaysia.

[Visit Website](#)



## 8.1.9 CERTIFIED CLEAN AND SAFE HOTELS BY MALAYSIA ASSOCIATION OF HOTELS (MAH)

HOTEL	STATE	WEBSITE	CONTACT
Citadines Dpulze Cyberjaya	Cyberjaya	<a href="http://www.the-ascott.com">www.the-ascott.com</a>	+603-8689 9888
G Hotel Gurney	Georgetown	<a href="http://www.ghotel.com.my">www.ghotel.com.my</a>	+604-4238 0000
G Hotel Kelawai	Georgetown	<a href="http://www.ghotel.com.my">www.ghotel.com.my</a>	+604-4238 0000
Capri By Fraser Johor Bahru	Johor Bahru	<a href="http://www.johorbahru.capribyfraser.com">www.johorbahru.capribyfraser.com</a>	+607-277 0888
Doubletree By Hilton Johor Bahru	Johor Bahru	<a href="http://www.hilton.com">www.hilton.com</a>	+607-268 6780
Fraser Place Puteri Harbour, Johor	Johor Bahru	<a href="http://www.puteriharbourjohor.frasershospitality.com">www.puteriharbourjohor.frasershospitality.com</a>	+607-530 8888
Hotel Jen Puteri Harbour	Johor Bahru	<a href="http://www.hoteljen.com">www.hoteljen.com</a>	+607-560 8888
Impiana Hotel Senai	Johor Bahru	<a href="http://www.impianasenai.com">www.impianasenai.com</a>	+607-595 8899
Legoland Resort Malaysia	Johor Bahru	<a href="http://www.legoland.com.my">www.legoland.com.my</a>	+607-597 8888
Pinetree Marina Resort	Johor Bahru	<a href="http://www.pinetreemarinaresort.com">www.pinetreemarinaresort.com</a>	+607-266 8188
The Westin Desaru Coast Resort	Johor Bahru	<a href="http://www.westin.com/desaru">www.westin.com/desaru</a>	+607-838 3333
Tanjung Rhu Resort	Kuah Langkawi	<a href="http://www.tanjungrhu.com.my">www.tanjungrhu.com.my</a>	+604-959 1033
Alila Bangsar Kuala Lumpur	Kuala Lumpur	<a href="http://www.alilahotels.com">www.alilahotels.com</a>	+603-2268 3888
Ariva Trillion Residences (Accommodation)	Kuala Lumpur	<a href="http://www.stayariva.com">www.stayariva.com</a>	+603-2710 8888
Ascott Kuala Lumpur	Kuala Lumpur	<a href="http://www.the-ascott.com">www.the-ascott.com</a>	+603-2718 6868
Ascott Sentral Kuala Lumpur	Kuala Lumpur	<a href="http://www.the-ascott.com">www.the-ascott.com</a>	+603-2727 9999
Bespoke Hotel Puchong	Kuala Lumpur	<a href="http://www.bespoke-hotel.com">www.bespoke-hotel.com</a>	+603-8084 1111
Days Hotel & Suites Fraser Business Park Kuala Lumpur	Kuala Lumpur	<a href="http://www.dayshotelfraserbusinessparkkl.com">www.dayshotelfraserbusinessparkkl.com</a>	+603-9232 7888
Dorsett Kuala Lumpur	Kuala Lumpur	<a href="http://www.dorsetthotels.com">www.dorsetthotels.com</a>	+603-2716 1000
Doubletree By Hilton Kuala Lumpur	Kuala Lumpur	<a href="http://www.hilton.com">www.hilton.com</a>	+603-2172 7272
Four Points By Sheraton Kuala Lumpur Chinatown	Kuala Lumpur	<a href="http://www.fourpointskualalumpurchinatown.com">www.fourpointskualalumpurchinatown.com</a>	+603-2035 7333
Four Seasons Hotel Kuala Lumpur	Kuala Lumpur	<a href="http://www.fourseasons.com/kualalumpur">www.fourseasons.com/kualalumpur</a>	+603-2382 8888
Fraser Residence Kuala Lumpur	Kuala Lumpur	<a href="http://www.frasershospitality.com">www.frasershospitality.com</a>	+603-2191 0888
Grand Hyatt Kuala Lumpur	Kuala Lumpur	<a href="http://www.hyatt.com">www.hyatt.com</a>	+603-2182 1234
Hilton Garden Inn Puchong	Kuala Lumpur	<a href="http://www.hgipuchong.hgi.com">www.hgipuchong.hgi.com</a>	+603-8084 1299
Hilton Kuala Lumpur	Kuala Lumpur	<a href="http://www.kuala-lumpur.hilton.com">www.kuala-lumpur.hilton.com</a>	+603-2264 2207
Hyatt House Kuala Lumpur, Mont'kiara	Kuala Lumpur	<a href="http://www.hyatt.com">www.hyatt.com</a>	+603-6419 8688
Intercontinental Kuala Lumpur	Kuala Lumpur	<a href="http://www.kualalumpur.intercontinental.com/">www.kualalumpur.intercontinental.com/</a>	+603-2782 6000
Mandarin Oriental Kuala Lumpur	Kuala Lumpur	<a href="http://www.mandarinoriental.com">www.mandarinoriental.com</a>	+603-2179 8920
Melia Kuala Lumpur Hotel	Kuala Lumpur	<a href="http://www.melia.com">www.melia.com</a>	+603-2785 2828
Oakwood Hotel & Residence Kuala Lumpur	Kuala Lumpur	<a href="http://www.oakwoodasia.com/kualalumpur">www.oakwoodasia.com/kualalumpur</a>	+603-2720 3888
Oasia Suites Kuala Lumpur	Kuala Lumpur	<a href="http://www.oasiahotels.com">www.oasiahotels.com</a>	+603-2726 6788
Prescott Hotel Bukit Bintang	Kuala Lumpur	<a href="http://www.teg-hotels.com">www.teg-hotels.com</a>	+603-2148 9191
Prescott Hotel Kuala Lumpur Medan Tuanku	Kuala Lumpur	<a href="http://www.teg-hotels.com/b/prescott-hotel-medan-tuanku">www.teg-hotels.com/b/prescott-hotel-medan-tuanku</a>	+603-2713 7887
Ramada Suites KLCC	Kuala Lumpur	<a href="http://www.ramadaklcc.com">www.ramadaklcc.com</a>	+603-2386 9205
Scott Hotel Kuala Lumpur Sentral	Kuala Lumpur	<a href="http://www.scotthotel.com.my">www.scotthotel.com.my</a>	+603-2273 1222
Somerset Serviced Apartment	Kuala Lumpur	<a href="http://www.somerset.com">www.somerset.com</a>	+603-2723 8888
Shangri-La Hotel	Kuala Lumpur	<a href="http://www.shangri-la.com">www.shangri-la.com</a>	+603-2032 2388
Sofitel Kuala Lumpur Damansara	Kuala Lumpur	<a href="http://www.sofitel-kualalumpur-damansara.com">www.sofitel-kualalumpur-damansara.com</a>	+603-2720 6688
The Face Suites Hotel	Kuala Lumpur	<a href="http://www.thefacekl.com">www.thefacekl.com</a>	+603-2168 1688
The Gardens Hotel & Residences	Kuala Lumpur	<a href="http://www.stgiles-hotels.com">www.stgiles-hotels.com</a>	+603-2268 1188



HOTEL	STATE	WEBSITE	CONTACT
The Ruma Hotel And Residences	Kuala Lumpur	<a href="http://www.theruma.com">www.theruma.com</a>	+603-2778 0888
The Westin Kuala Lumpur	Kuala Lumpur	<a href="http://www.marriott.com/kulwi">www.marriott.com/kulwi</a>	+603-2731 8333
Traders Hotel Kuala Lumpur	Kuala Lumpur	<a href="http://www.shangri-la.com/kualalumpur/traders">www.shangri-la.com/kualalumpur/traders</a>	+603-2332 9888
Holiday Villa Beach Resort & Spa Langkawi	Langkawi	<a href="http://www.holidayvillahotels.com">www.holidayvillahotels.com</a>	+604-952 9999
Nadiah Hotel	Langkawi	<a href="http://www.nadiashotel.com">www.nadiashotel.com</a>	+604-955 1401
Pelangi Beach Resort & Spa	Langkawi	<a href="http://www.pelangiresort.com">www.pelangiresort.com</a>	+604-952 8888
St Regis Langkawi (Hotel)	Langkawi	<a href="http://www.stregislangkawi.com">www.stregislangkawi.com</a>	+604-960 6666
Aloft Langkawi Pantai Tengah	Langkawi	<a href="http://www.marriott.com">www.marriott.com</a>	+604-952 5252
The Danna Langkawi	Langkawi	<a href="http://www.thedannalangkawi.com">www.thedannalangkawi.com</a>	+604-950 0888
The Westin Langkawi Resort & Spa	Langkawi	<a href="http://www.westinlangkawi.com">www.westinlangkawi.com</a>	+604-960 8888
Doubletree By Hilton Melaka	Melaka	<a href="http://www.hilton.com">www.hilton.com</a>	+606-222 3385
Hatten Hotel Melaka	Melaka	<a href="http://www.hattenhotel.com">www.hattenhotel.com</a>	+606-221 9689
Glory Beach Resort, Port Dickson	Negeri Sembilan	<a href="http://www.glorybeachresort.com">www.glorybeachresort.com</a>	+606-651 6888
Klana Beach Resort Port Dickson	Negeri Sembilan	<a href="http://www.klanabeachresortpd.com.my">www.klanabeachresortpd.com.my</a>	+606-648 7888
Hyatt Regency Kuantan Resort	Pahang	<a href="http://www.hyatt.com">www.hyatt.com</a>	+609-518 1234
Impiana Hotel Ipoh	Perak	<a href="http://www.ipohhotels.impiana.com.my">www.ipohhotels.impiana.com.my</a>	+605-255 5555
Golden Sands Resort By Shangri-La	Pulau Pinang	<a href="http://www.shangri-la.com">www.shangri-la.com</a>	+604-886 1911
Hotel Jen Pulau Pinang	Pulau Pinang	<a href="http://www.hoteljen.com">www.hoteljen.com</a>	+604-262 2622
Shangri-La's Rasa Sayang Resort & Spa	Pulau Pinang	<a href="http://www.shangri-la.com">www.shangri-la.com</a>	+604-888 8888
Sunway Hotel Georgetown	Pulau Pinang	<a href="http://www.sunwayhotels.com/sunway-georgetown">www.sunwayhotels.com/sunway-georgetown</a>	+604-229 9988
Sunway Hotel Seberang Jaya	Pulau Pinang	<a href="http://www.sunwayhotels.com/sunway-seberang-jaya">www.sunwayhotels.com/sunway-seberang-jaya</a>	+604-377 7788
Cititel Express Sabah	Sabah	<a href="http://www.cititelexpress-kk.com">www.cititelexpress-kk.com</a>	+6088- 515 100
Hotel-Eminent Hotel	Sabah	<a href="http://www.eminenthotel.com">www.eminenthotel.com</a>	+6088-8870 3223
Hyatt Regency Kinabalu	Sabah	<a href="http://www.hyatt.com">www.hyatt.com</a>	+608-822 1234
Le Meridien Sabah	Sabah	<a href="http://www.lemeridien.com/kotakinabalu">www.lemeridien.com/kotakinabalu</a>	+608-832 2222
Mercure Sabah City Centre	Sabah	<a href="http://www.all.accor.com">www.all.accor.com</a>	+608-876 1881
Shangri-La's Rasa Ria Resort & Spa	Sabah	<a href="http://www.shangri-la.com">www.shangri-la.com</a>	+6088-797 888
Shangri-La's Tanjung Aru Resort & Spa	Sabah	<a href="http://www.shangri-la.com">www.shangri-la.com</a>	+6088- 327 888
Citadines Uplands Sarawak	Sarawak	<a href="http://www.citadines.com">www.citadines.com</a>	+6082-281 888
Grand Palace Hotel	Sarawak	<a href="http://www.grandpalacehotel.com.my">www.grandpalacehotel.com.my</a>	+6085-428 888
New World Hotel Selangor	Selangor	<a href="http://www.petalingjaya.newworldhotels.com">www.petalingjaya.newworldhotels.com</a>	+603-7682 0000
Premiere Hotel Bandar BukitTinggi	Selangor	<a href="http://www.premiere-hotels.com">www.premiere-hotels.com</a>	+603-3325 6868
Somerset Damansara Uptown, Selangor	Selangor	<a href="http://www.somerset.com">www.somerset.com</a>	+603-7730 0888



**9.0**

# MyCEB STIMULUS INITIATIVE FOR BUSINESS EVENTS



## 9.0

# MyCEB Stimulus Initiative for Business Events

*Meet in*  *Malaysia*

Presents

*Let's Meet  
Tomorrow* 

The Let's Meet Tomorrow support programme has been initiated to help industry players plan and prepare for future international business events to be organised in Malaysia and will take into effect once the international borders are open. Apart from the 'Meet in Malaysia Campaign', MyCEB has also rolled out several initiatives to boost the market and cushion challenges faced by industry players.

[Explore More Details Here](#)



MyCEB was established in 2009 by Ministry of Tourism, Arts and Culture Malaysia to further strengthen Malaysia's business tourism brand and position for the international business events market.

A non-profit organisation, MyCEB serves as a central hub to assist meeting and event planners to bid and stage international business events in Malaysia and act as a conduit for national product development. MyCEB's goal is to improve its rankings as an international meetings destination within International Congress and Convention Association (ICCA) and to grow business tourism arrivals to Malaysia.



@MyCEB



MyCEB Info

[www.myceb.com.my](http://www.myceb.com.my)

## 10.0

## Glossary of Terms

ALIFE	Arts, Live Festival and Events Association
BE	Business Events
BECM	Business Events Council Malaysia
CITF	COVID-19 Immunisation Task Force
ICCA	International Congress and Convention Association
JKJAV	Jawatankuasa Khas Jaminan Akses Vaksin COVID-19 (Special Committee for Ensuring Access to COVID-19 Vaccine Supply)
KL	Kuala Lumpur
KLCC	Kuala Lumpur Convention Centre
MACEOS	Malaysian Association of Convention & Exhibition Organisers & Suppliers
MAH	Malaysian Association of Hotels
MAHB	Malaysia Airports Holding Berhad
MAS / MH	Malaysia Airlines Berhad
MATTA	Malaysian Association of Tour and Travel Agents
MCO	Movement Control Order
MITEC	Malaysia International Trade Centre
MKN	Majlis Keselamatan Negara (National Security Council)
MOH	Ministry of Health
MOSTI	Ministry of Science, Technology and Innovation
MOTAC	Ministry of Tourism Arts & Culture
MRA	Malaysia Retailers Association
MRCA	Malaysia Retail Chain Association
MSAE	Malaysian Society of Association Executives
MyCEB	Malaysia Convention & Exhibition Bureau
NADMA	National Disaster Management Agency
NRP	National Recovery Plan
PCEB	Penang Convention & Exhibition Bureau
PPKM	Malaysian Shopping Mall Association
PPV	Pusat Pemberian Vaksin (Vaccination Centre)
SCB	Sarawak Convention Bureau (Business Events Sarawak)
SCCC	Setia City Convention Centre
STB	Sabah Tourism Board
SOP	Standard of Procedure
VC	Vaccine Centre
WTCKL	World Trade Centre Kuala Lumpur





MINISTRY OF TOURISM,  
ARTS AND CULTURE

**BUSINESS  
EVENTS  
COUNCIL  
MALAYSIA**

**Malaysia Convention & Exhibition Bureau (868264-K)**

Level 9, Menara Z10, Jalan Alamanda 2, Presint 1, 62000 Putrajaya, Malaysia.

T +603 8893 4500 | [info@myceb.com.my](mailto:info@myceb.com.my) | [www.myceb.com.my](http://www.myceb.com.my)



MyCEB



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MyCEB Info



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**Malaysia**  
BE Greater, Together.