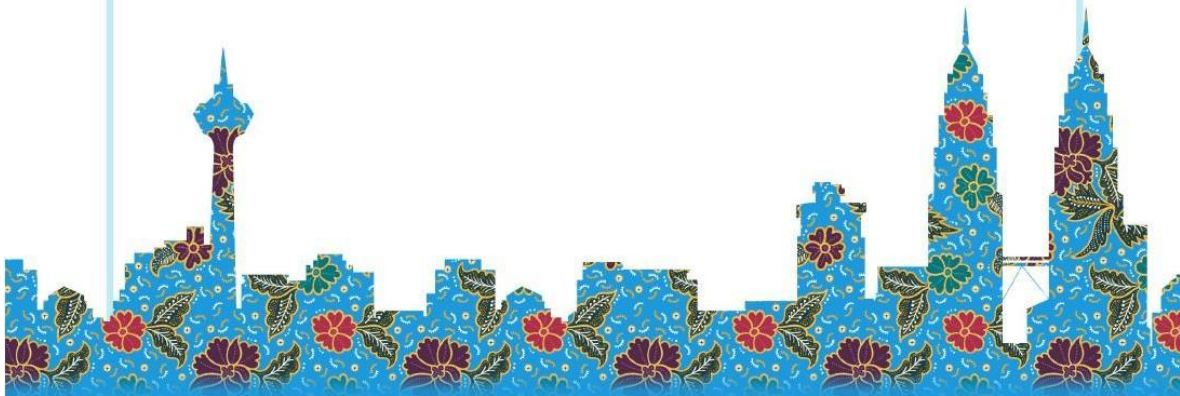


# Emergency Response Plan



## Table of Content

| <b>DETAILS</b>   | <b>PAGE NO</b> |
|--|----------------|
| General Information  | 36             |
| Safety & Health Policy   | 37             |
| Facility Information   | 38             |
| Emergency Conditions   | 40             |
| Emergency Response and Preparedness Plan                         | 41             |
| Active Upon Hearing the Alarm and In the Event of Fire Situation | 45             |
| Action Involving Medical Condition                               | 46             |
| Evacuation Route   | 47             |
| Assembly Area  | 49             |

## **GENERAL INFORMATION**

### **Acknowledgement**

Purpose of this Emergency Response Plan is to serve as a guide for all employees, contractors, and visitors to follow should an emergency arise in the Centre. Emergency response training and drills are conducted on a continuous basis by the Centre to ensure effective response for the safety of the employees, contractors, visitors, community, and the preservation of this facility.

### **PURPOSE STATEMENT**

It is the intent of the Kuala Lumpur Convention Centre (The Centre), to provide our employees, clients, visitors, and community with an emergency management plan to aid in their safety during a crisis.

We are committed to provide a plan for the management of various emergency conditions that may occur within the Centre. The intention of these procedures is not to cover specific situations, but to provide general instructions suitable for most emergency conditions.

### **POLICY**

The Centre will exercise whatever authority necessary to ensure the safety and wellbeing of the public in the event of an emergency response services, building occupants and Centre operations to achieve these goals

## **CONVEX MALAYSIA SDN. BHD.**

(585759-H)

### **BMSM 1.3**

#### **ENVIRONMENT, SOCIAL SUSTAINABILITY & SAFETY & HEALTH POLICY**

CONVEX MALAYSIA SDN BHD acting as the managing agent of the KUALA LUMPUR CONVENTION CENTRE provides meetings, incentives, conventions and event management services to both Malaysian and international customers.

CONVEX objective is to support the long-term sustainability of the travel and tourism sector in Malaysia. However, we recognise that in providing the specialised services for this sector of business there is the potential to cause environmental and social impacts throughout their life cycle by encouraging international and local participants to travel to our Convention Centre. In addition, our activities pose risks to the safety and health of the public, our employees, suppliers and contractors through physical, biological, chemical and other hazards created within our place of work and in the food, we serve.

It is our policy to identify those activities and services that have the potential to cause significant environmental and social impacts and/or create significant hazards and risks to the safety and health of the public, our employees, suppliers and contractors and to eliminate where practicable or reduce through treatment or other means their impact or the risk they pose.

Our approach to achieving sustainable outcomes starts with our commitment to complying with and exceeding, where practicable, the relevant Malaysian environmental and food, public and occupational safety and health legislation and other requirements set by Malaysian law. These requirements are related to our activities, environmental and social aspects, safety and health hazards and risks including those determined by our client and/or subscribed by us.

Our overall objectives are to prevent pollution of the environment and to continually improve our environmental, social and safety and health performance. We will set measurable objectives and targets in terms of environmental and social improvements related to our significant impacts using the Earth Check programme which requires the setting of benchmarked performance standards and aim for the elimination of work-related injury and illness. We are also committed to provide safe and healthy work place for the prevention of work-related injury and ill health that is appropriate to the purpose, size and context of Convex and to the specific nature of our Safety and Health risks and opportunities

Special consideration will be given to employing and empowering local employees, and wherever possible sustainable products and services will be sourced locally in accordance with Fair Trade principles.

It is our policy to publish the results of our annual performance assessment and this environmental and social sustainability policy through regular and effective communication with our guests, employees, suppliers, contractors, the local community and other interested parties. We also encourage them to participate in our environmental and social programmes, where practicable and to aid in our objective to support the long-term sustainability of the travel and tourism sector.

Our customers, employees, suppliers and contractors are encouraged to read, understand and maintain the intent of our policy within our organisation and to communicate this policy to all those who have an interest in our activities and the services we provide. We are also committed to implement consultation with our workers, and emphasise the participation of our workers in safety and health matters.

This policy will be reviewed periodically along with the results of our environmental and safety and health performance and changes made to reflect our ongoing commitment to the environment and the safety and health of the public, our employees, suppliers and contractors.

  
ALAN MARK PRYOR  
General Manager  
Date: 15/08/2018

## FACILITY INFORMATION

The Kuala Lumpur Convention Centre is located at the heart of the Kuala Lumpur City Centre (KLCC) precinct in the capital city of Kuala Lumpur. This 40-hectare (100 acre) site offers a stimulating environment within which one may work, live, shop, visit and enjoy life.

### Exhibition Halls

Exhibition Hall 1, Ground Floor, East Wing: 2,505 m<sup>2</sup>  
Exhibition Hall 2, Ground Floor, East Wing: 2,332 m<sup>2</sup>  
Exhibition Hall 3, Ground Floor, Centre Core: 560 m<sup>2</sup>  
Exhibition Hall 4, Ground Floor, West Wing: 2,071 m<sup>2</sup>  
Exhibition Hall 5, Ground Floor, West Wing : 2,245 m<sup>2</sup>

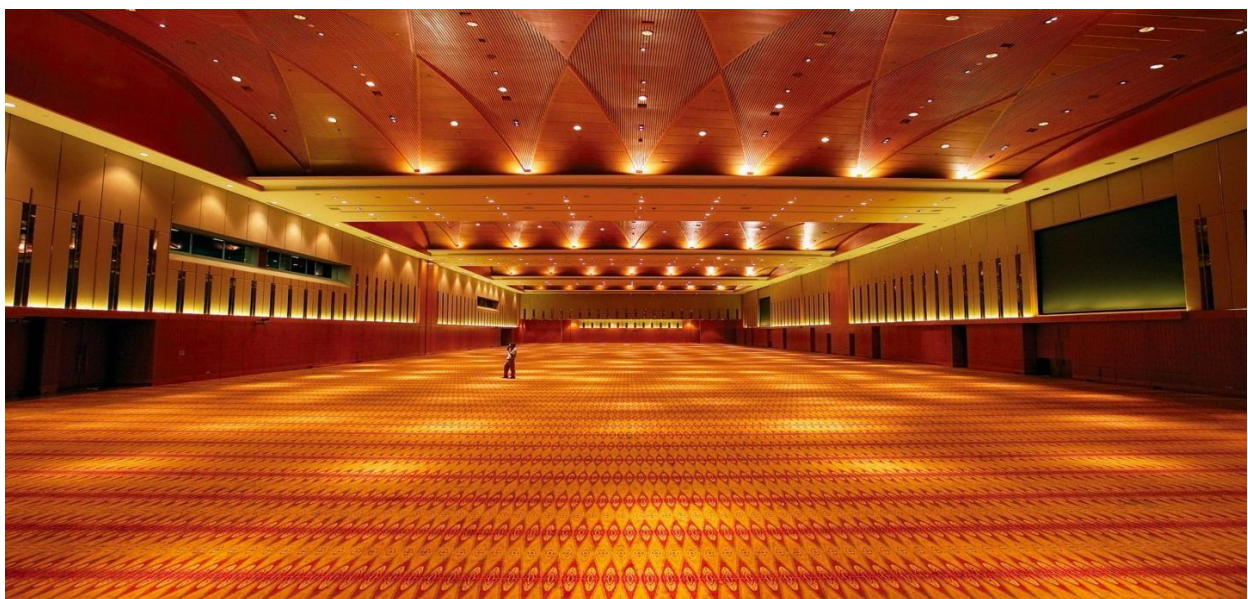
**Total: 9,710 m<sup>2</sup>**

### Auditoria (fixed auditorium seating with built-in stage)

Plenary Hall, Level 1, Centre Core: 3,000 seat  
Plenary Theatre, Level 3, West Wing: 500 seat

### Function Halls

Ballroom 1, Level 3, East Wing: 1,207 m<sup>2</sup>  
Ballroom 2, Level 3, East Wing: 1,182 m<sup>2</sup>  
Grand Ballroom, Level 3, East Wing: 2,389 m<sup>2</sup>  
Banquet Hall, Level 3, East Wing: 738 m<sup>2</sup>  
Conference Hall 1, Level 3, West Wing: 517 m<sup>2</sup>  
Conference Hall 2, Level 3, West Wing: 778 m<sup>2</sup>  
Conference Hall 3, Level 3, West Wing: 505 m<sup>2</sup>



## FACILITY INFORMATION

### Executive Suite

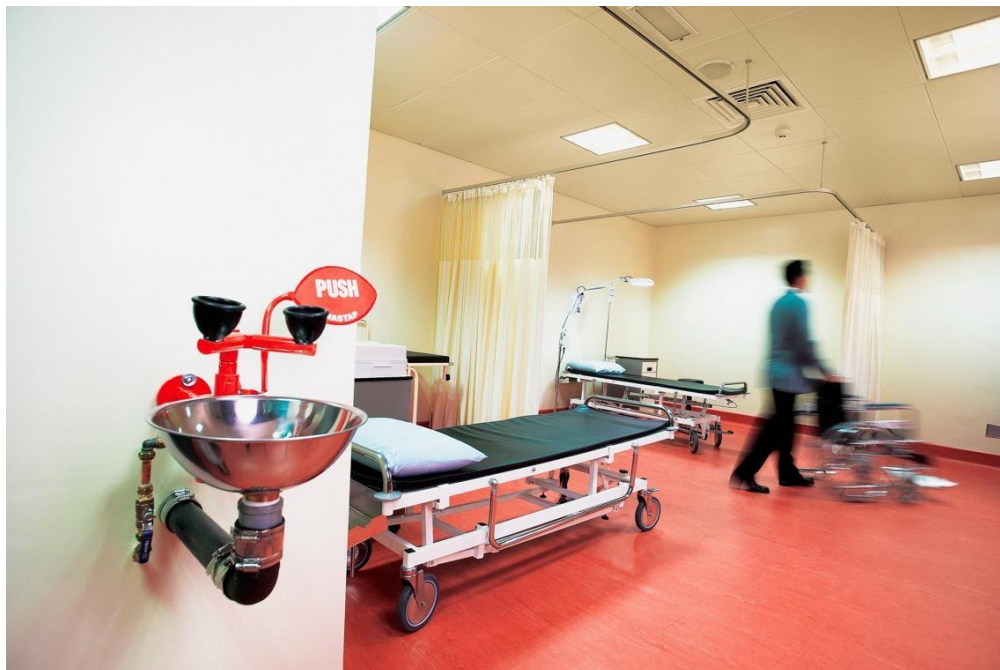
Boardroom: 45.09 m<sup>2</sup>  
Lounge: 33.20 m<sup>2</sup>  
VIP Lounge 1: 22.62 m<sup>2</sup>  
VIP Lounge 2: 23.05 m<sup>2</sup>  
VIP Lounge 3: 24.72 m<sup>2</sup>  
VIP Lounge 4: 25.79 m<sup>2</sup>

### Business Centre

Boardroom 1: 24.34m<sup>2</sup>  
Boardroom 2: 33.20 m<sup>2</sup>  
Teleconferencing Room: 13.96 m<sup>2</sup>  
Press Conference Room: 85.83 m<sup>2</sup>

### Meeting Room:

Level 3: Meeting Rooms 301 - 310  
Level 4: Meeting Rooms 401 - 410



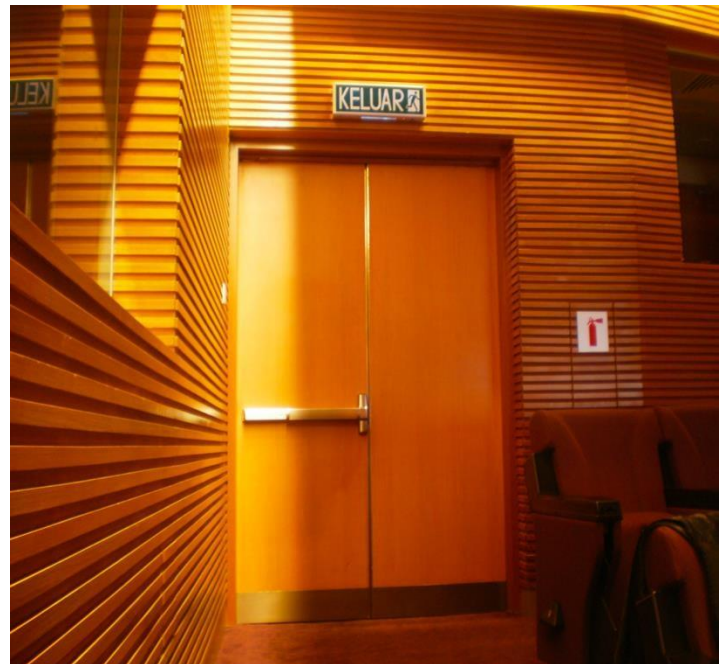
*\*Kuala Lumpur Convention Centre's First Aid Room located at Level 3 of East Wing is equipped with 4 hospital beds, Automated External Defibrillator (AED), eye wash, first aid box, wheel chairs and a stretcher.*

## EMERGENCY CONDITIONS

An **emergency** is defined as any condition, which exists or is likely to occur that endangers the safety of the occupants in the Centre. In the event of an emergency, it may become necessary to evacuate a portion or all of the facility following our Emergency Response Plan (ERP)

The most probable conditions requiring Emergency Response Plan are anticipated to be fire, bomb threat, chemical spills, people related incidents such as assault, medical condition, building invasion and civil disturbance. However, natural disasters (earthquakes, flooding) and medical and health crisis (pandemic influenza, medical out-breaks), may arise that could require the use of these emergency operating procedures.

The Kuala Lumpur Convention Centre **SHE & Security Departments** shall be responsible for communications and coordination with external emergency response services.



Any type of emergency, such as: fire, major structural or building damage, chemical spill, and others shall be referred to the Fire & Rescue Malaysia who shall communicate and coordinate with all other appropriate emergency services as required.

Crimes against/property and bomba threats shall be coordinated between the Kuala Lumpur Convention Centre's Security Department and the Police Department.

# **EMERGENCY RESPONSE PLAN**



## EMERGENCY CONTACT NUMBERS

**Dial '555' (All in-house telephones) or  
+603 2333 2900 (Mobile Phones)**

| <b>NO</b> | <b>LOCATION / PIC</b>                | <b>CONTACT NUMBERS</b>       |
|-----------|--------------------------------------|------------------------------|
| 1         | Head of Safety & Security            | 012-688 3266                 |
| 2         | Security Manager                     | 012-347 7986                 |
| 3         | Safety, Health & Environment Manager | 012-294 0753                 |
| 4         | Security Service Counter             | 03-2333 2888 Ext: 2327       |
| 5         | First Aid Room                       | 03-2333 2888 Ext: 2699       |
| 6         | Prince Court Medical Centre (PCMC)   | 03 2160 0999                 |
| 7         | Hospital Kuala Lumpur                | 03 2615 6705                 |
| 8         | Klinik Segara                        | 03-2162 6022                 |
| 9         | Klinik Mediviron                     | 03-2165 5699                 |
| 10        | Malaysian Red Crescent (PBSM)        | 03-2141 8227                 |
| 11        | St. John Ambulance Malaysia          | 03-9285 5294<br>03-9283 3000 |
| 12        | Dang Wangi Police Headquarters       | 03-2697 7099                 |

## **WHAT TO DO IN EMERGENCY SITUATIONS**

The following is a list of potential crisis situations. You should be aware of the procedures of this plan and report any suspicious activity to Security Department as soon as possible.

### **Bomb threat**

- Take all implied threats seriously.
- Remain calm.
- Report the threat immediately at Security Counter located on Concourse Level (next to Kenny Rogers Restaurant).

### **If someone hands you a written threat**

- Handle the note as little as possible to preserve fingerprints.
- Take the note to Security Counter.

### **If someone approaches you and says there is a bomb**

- Ask as many questions as you can.
- Pay attention to the physical characteristics of this person: gender, clothing, facial, hair, voice, etc.
- Report it immediately at Security Counter located on Concourse Level (next to Kenny Rogers Restaurant).

## **IMPORTANT**

- Do not use mobile phones or portable radios to communicate a potential bomb threat situation. Speak directly to security officer of the Centre or dial the emergency hotline at 555 (all in-house telephones) or 03-2333 2900 (mobile phones).

### **Disturbance and/or confrontation**

- Report any disturbance or confrontation immediately to your nearest security officer on duty.
- Stay calm and be polite.
- Take all implied threats seriously.
- Do not engage in behaviour that is confrontational or defiant.

### **Power outage**

- Turn off all electrical equipment in use. Await instructions from the Centre.
- If necessary to evacuate the building, use stairwells instead of elevators.

### **Suspicious mail / package**

- Do not approach or touch the suspicious package.
- ***Do not use mobile phones or portable radios to notify of the situation.***

### **Suspicious individual(s)**

- Make note of the individual(s) description: gender, nationality, age, physical characteristics, unusual markings (tattoos, etc.).
- Notify your nearest security officer on duty immediately.

### **Theft**

- In the case of theft, report the incident immediately to your nearest security officer on duty.
- Provide a brief and accurate description of the stolen article(s). Include the individual(s): gender, nationality, age, physical characteristics, unusual markings (tattoos, etc.) if known.
- Crimes against persons/property and bomb threats shall be coordinated between Security Department of Kuala Lumpur Convention Centre and the Royal Malaysian Police.

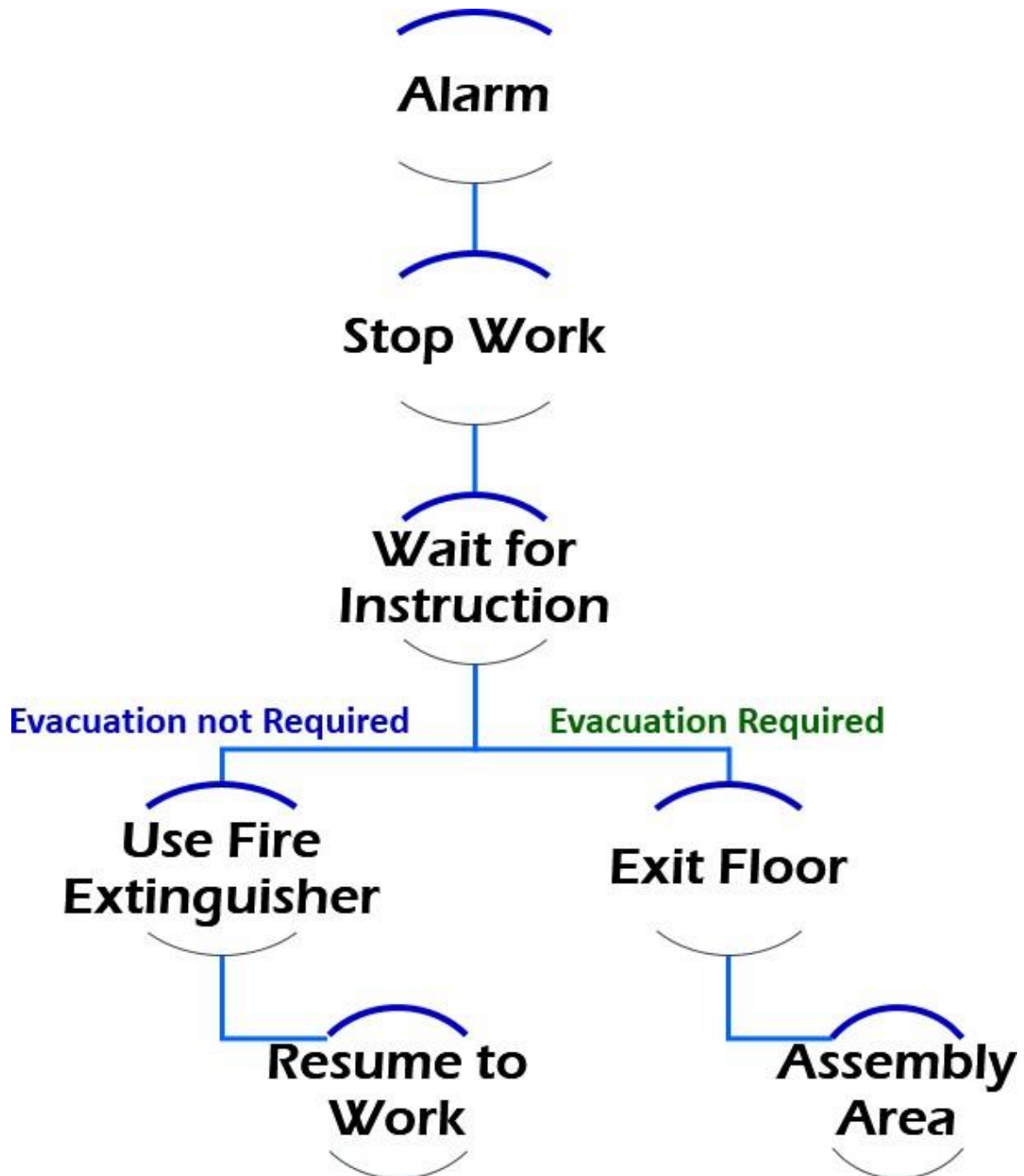
### **Weather related emergency**

- Generally, weather related situations are preceded by a warning to allow ample time to protect the safety of attendees and exhibitors.
- Depending on your location in the Centre, move participants to an interior room or hallway on the lowest level.
- Move participants away from all windows and areas with glass.
- Keep telephone lines available for emergency use.
- Stay inside the Centre until instructed by the Emergency Response Team.
- Await further instruction from the Centre.

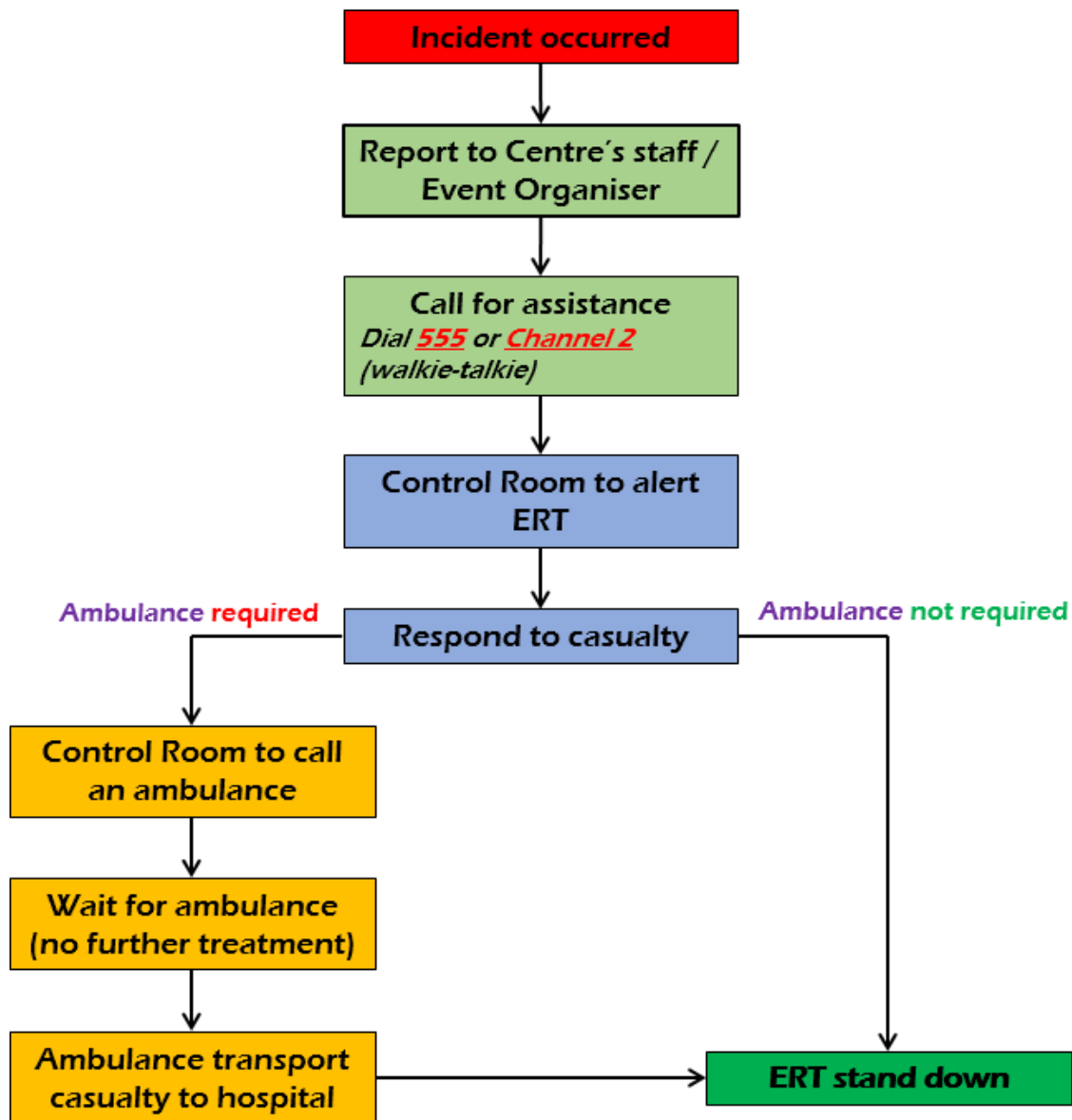
### **HOW TO RESPOND WHEN YOU ARE CONFRONTED BY AN ARMED ATTACKER**

- Remain calm and focused. Do not provoke the attacker.
- Leave the area immediately, if possible, to the opposite direction of your attacker. This can be made more effective if you know the escape route in advance.
- Secure a place where you can hide to prevent the attacker from having access to you and those around you. Lockdown all entrances and turn off the lights.
- Contact Dang Wangi Police Head Quarters (03-2697 7099) at your earliest opportunity.

## ACTION UPON HEARING THE ALARM AND IN THE EVENT OF FIRE

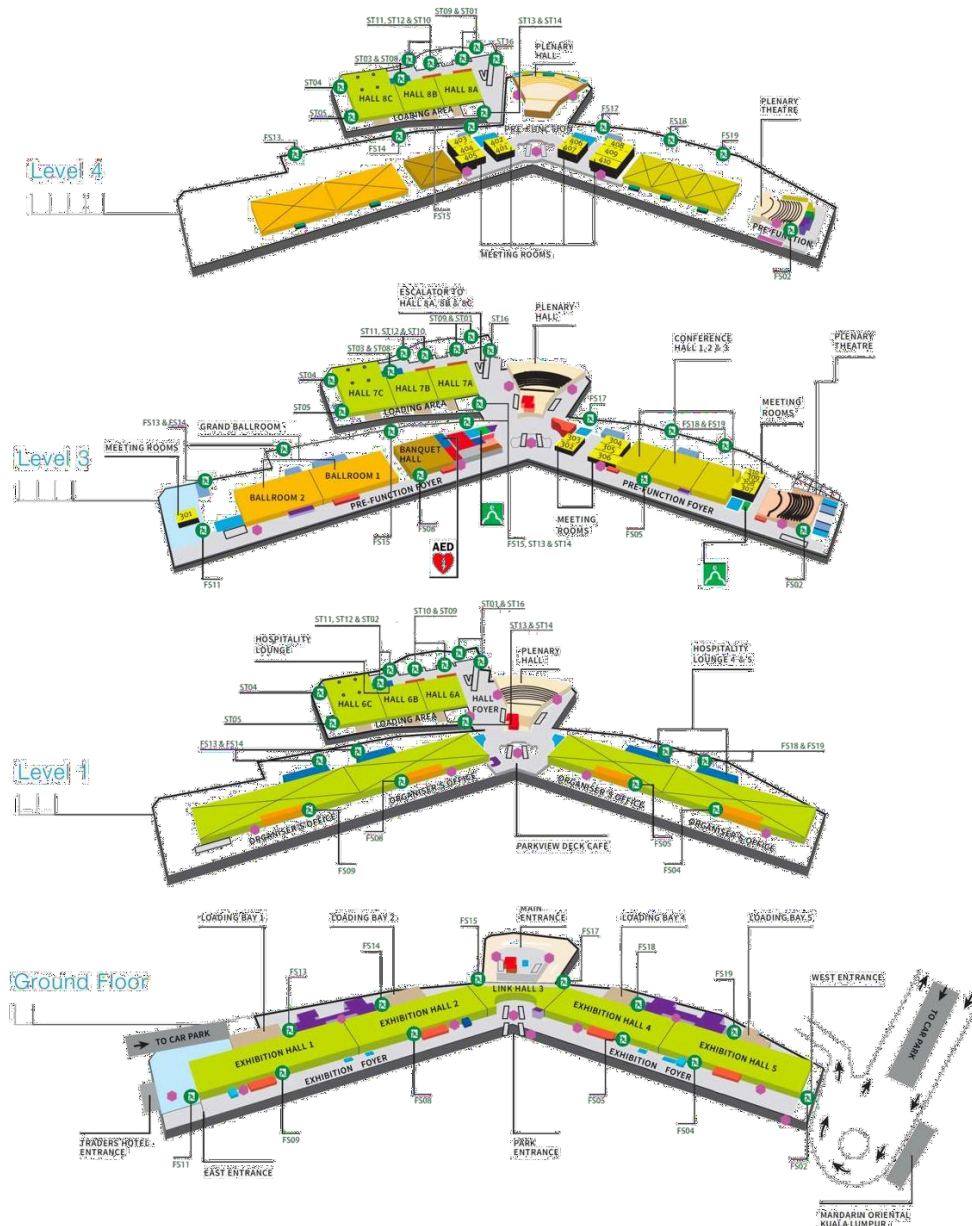


## ACTION INVOLVING MEDICAL CONDITION



# **EVACUATION ROUTE**

# FIRE STAIRCASE'S LOCATION





**ASSEMBLY AREA - NEAR MASJID AS-SYAKIRIN, KLCC PARK**



## Covid-19 Response Plan

- Kuala Lumpur Convention Centre has established Standard Operating Procedures on prevention, management and post response.
- The Centre's Emergency Response Team has been trained on Covid-19 response plan.
- The Centre is equipped with the necessary first aid equipment and other related facilities on Covid-19.
- Should there be a suspected case, the Centre will work closely with event organizer for contact tracing and other related matters.

