CONVENTION & EXHIBITION (PUTRAJAYA) SDN BHD

QUALITY MANUAL

Co-X/QHS/M01

Revision No: 00

Effective Date: 1st November 2022

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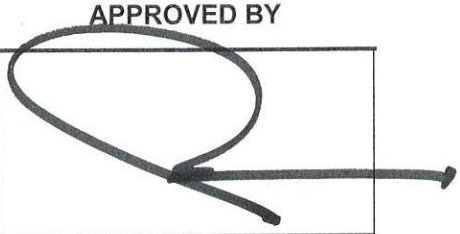
PREPARED BY	REVIEWED BY	APPROVED BY
		
Name: MUHAMMAD NABIL KHALIS BIN KAMARUL BAHRIN	Name: FARHATUL MARDHIAH BINTI MD DAH	Name: MAHMAD ANUAR BIN OTHMAN
Position: EXECUTIVE, QUALITY, HEALTH SAFETY & ENVIRONMENT CONVENTION AND EXHIBITION (PUTRAJAYA) SDN BHD (Formerly known as Putrajaya International Convention Centre Sdn Bhd) PRECINCT 5, 62000, W.P. PUTRAJAYA	Position: SENIOR EXECUTIVE, QUALITY, HEALTH, SAFETY & ENVIRONMENT CONVENTION AND EXHIBITION (PUTRAJAYA) SDN BHD (Formerly known as Putrajaya International Convention Centre Sdn Bhd) PRECINCT 5, 62000, W.P. PUTRAJAYA	Position: CHIEF EXECUTIVE OFFICER CONVENTION & EXHIBITION (PUTRAJAYA) SDN BHD PRECINCT 5, 62000, W.P. PUTRAJAYA

REVISION HISTORY

Rev. No	DCN No.	Description of Changes	Effective Date
00	--	Initial Release	01/11/2022

1.0 USER'S GUIDE & CONTROL OF QUALITY MANUAL

1.1 Purpose

The purposes are the following:

1.1.1 The understanding of Co-X's quality policy and general procedures to ensure service and product quality and conformity.

1.1.2 Guidance to the organization's personnel on standard practices and operations.

1.1.3 To ensure the key personnel assigned to establish and maintain quality are competent and qualified.

1.1.4 The capability in consistently providing product and services that meets or exceed customer and applicable statutory and regulatory requirements.

1.1.5 Enhancement of customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

1.2 Distribution

1.2.1 The Quality Manual of Co-X is solely for its organizational circulation. This must not be copied or passed onto other companies or persons without prior written consent of the Management Representative (MR).

1.2.2 This manual is subject to **Control of Documented Information (Co-X/QHS/SOP01)** procedure of the Quality Management System. It is available in the Document Controller in the form of hard copy and accessible to the personnel. Hard copies are prepared, upon request, for the customer on authorization by the MR.

1.3 Amendments and Addition

1.3.1 The Quality Manual is composed of several sections. Amendments to any of these sections and subsections shall be made in writing and submitted to the author and MR for the initial evaluation before recommending approval.

1.3.2 The CEO shall approve any changes and description of changes are recorded in the Document Revision History of this Manual.

1.4 Authorization

1.4.1 The contents of this Quality Manual have been established, approved and agreed by all key personnel of Co-X.

1.4.2 The CEO has the ultimate authority to approve this Manual and Quality Policy.

1.4.3 The policies and procedures written in this document are to be followed in order to attain, maintain and ensure the quality of the products of Co-X and subsequently, meet the customer requirements.

2.0 INTRODUCTION

2.1 Foreword

This manual describes the core processes and responsibilities for Co-X Quality Management System (QMS) that is designed to satisfy customer requirements, quality goals / objectives and ISO 9001:2015 International Standard.

The true measure of quality at Co-X is customer satisfaction. Because customer satisfaction and the quality of our products and services will continue to be the keys to our competitiveness for years to come, it is increasingly vital for us at Co-X to understand and use our Quality Manual to do a good job, the first time, every time.

To ensure that our QMS will continue to provide a solid foundation for success, it is essential that will continually improve our QMS and related processes.

2.2 Scope of Quality Application

The scope of this Quality Manual applies to the operations of Convention & Exhibition (Putrajaya) Sdn. Bhd., Putrajaya International Convention Centre (PICC), Precinct 5, 62000 Putrajaya, Malaysia.

Co-X's Quality Management System scope of the registration is:

PROVISION OF EVENT AND FACILITY MANAGEMENT SERVICES INCLUDING PROVISION OF VENUE, FOOD AND BEVERAGES

Co-X is not involved in the design and development (ISO 9001:2015 clause 8.3) of the products or services at the moment, as this process is not applicable with the activities carried out in PICC premise. However, Co-X will review the applicability of this requirements from time to time when there are changes in management system, business model and / or expansion and other relevant risks and opportunities encountered in the future.

2.3 Terms & Definition

2.3.1 At Co-X used ISO 9001:2015 Quality Management System as reference for our Quality Management System (QMS).

2.3.2 The terms and definition, which are frequently used to describe aspects of Co-X's QMS, and applied throughout of this Manual are as per provided in:

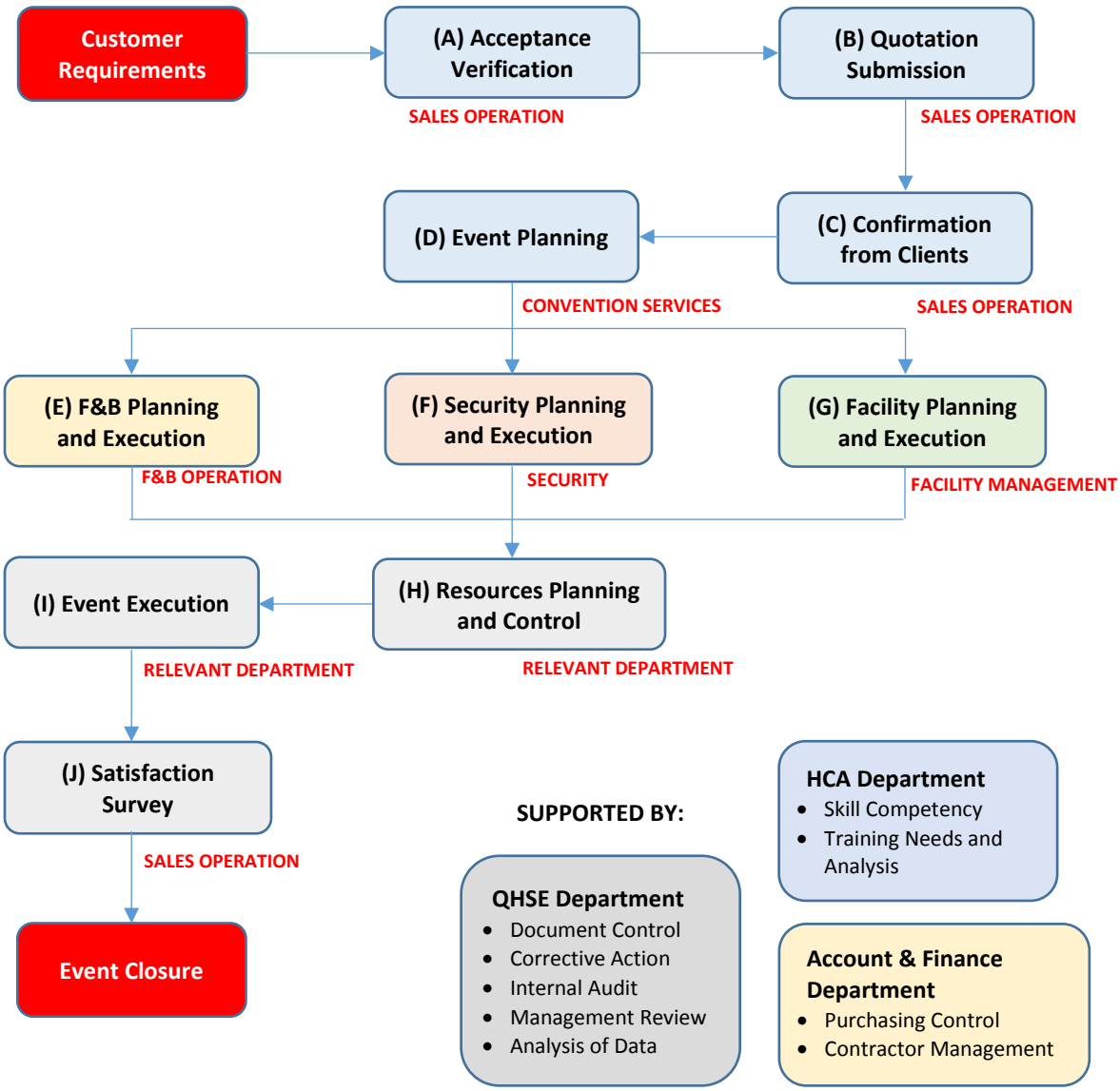
2.3.2.1	CEO	Chief Executive Officer
2.3.2.2	Co-X	Convention & Exhibition (Putrajaya) Sdn. Bhd.
2.3.2.3	F&B	Food and Beverages
2.3.2.4	HCA	Human Capital and Administration
2.3.2.5	HOD	Head of Department
2.3.2.6	LOA	Letter of Award
2.3.2.7	MR	Management Representative
2.3.2.8	PICC	Putrajaya International Convention Centre
2.3.2.9	PO	Purchase Order
2.3.2.10	QHSE	Quality, Health, Safety and Environment
2.3.2.11	QMS	Quality Management System

2.4 Company Profile

CONVENTION & EXHIBITION (PUTRAJAYA) SDN. BHD. (hereinafter referred to as **Co-X**) is Malaysia's premier meeting and convention venue. First in exclusivity. First in the number and variety of its venue. First in access and connectivity. Our company rises majestically from the top of Putrajaya's highest point and amidst a prestigious enclave of residential neighborhoods and waterfront developments. It is both an iconic landmark that overlooks Malaysia's seat of government, and one that incorporates a modern, spacious and incredibly versatile design. This company comprises 49 discrete venues with an impressive 1.3 million square feet of usable space on nine (9) levels of conference space. With state-of-the-art-facilities and world-class service and support teams, but with a distinctly Malaysian warmth and flavor.

3.0 PROCESS INTERACTION FLOW CHART

The process interaction is highlighted below. A description of their sequences and interactions with other processes within the QMS is indicated in the respective quality procedures, work instructions and supporting documents.



3.1 Description of Process Interaction Flowchart

No	Work Stage	Input	Description	Department / PIC	Output
A	ACCEPTANCE VERIFICATION	• Customer's requirement	Co-X received enquiry from customer and verify the acceptance criteria	Sales Management	• Customer communication • FBMS
B	QUOTATION SUBMISSION	• FBMS verification	Co-X prepares quotation via FBMS and follow-up for customer confirmation	Sales Management	• Quotation
C	CONFIRMATION FROM CLIENTS	• Quotation	Customer has confirmed and selected PICC as their preferred venue.	Sales Management	• Client PO or Letter of Award (LOA) • Deposit Payment
D	EVENT PLANNING	• Customer PO or LOA	Customer requirements and other relevant documents are handed over to Convention Services	Sales Management & Convention Services	• Handover Note • Event Order Checklist • Event Order • EO Briefing
E	F&B PLANNING & EXECUTION	• Event Order	F&B Operation received Event Order based on customer requirements for planning and execution	F&B Operation	• Requisition Forms • Market List • Food Wastage Form
F	SECURITY PLANNING & EXECUTION	• Event Order	Security Department received Event Order based on customer requirements for planning and execution	Security	• Incident Report Form

No	Work Stage	Input	Description	Department / PIC	Output
G	FACILITY PLANNING & EXECUTION	• Event Order	Facility Management Department received Event Order based on customer requirements for planning and execution	Facility Management	• Plan Preventive Maintenance • Relevant Checklists
H	RESOURCES PLANNING & CONTROL	• Event Order	Relevant Department planned and control respective resources, including food materials, inventories, security personnel, infrastructure (e.g. AV system), manpower etc. This includes monitoring of subcontract works carried out by external providers	F&B Operation, Security, Facility Management	• Relevant forms, checklists and records
I	EVENT EXECUTION	• Event Order	Co-X proceed with event execution and coordination as per schedule / date.	Relevant Department	-
J	CUSTOMER SATISFACTION	-	Customer will receive Online Event Feedback Form	Sales Operation, Customer Service Assistant (CSA)	• Online Event Feedback Form

4.0 QUALITY MANAGEMENT SYSTEM REQUIREMENTS

ISO 9001 Requirements	ISO Clause	Policies
4 Context of the Organization		
Understanding the organization and its context	4.1	Co-X determine and analyze internal and external issues that are relevant to its purpose and strategic direction, and that may affect its ability to achieve the intended results of its QMS, with the establishment of SWOT Analysis. Co-X SWOT Analysis is monitored and updated from time to time, as appropriate.
Understanding the needs and expectations of interested parties	4.2	Due to the impact and potential impact on Co-X ability to consistently provide services that meet customer and applicable statutory and regulatory requirements, Co-X has established the list of Interested Parties, Needs and Expectations in order to identify: • The interested parties that are relevant to the QMS of Co-X. • The requirements (needs and expectations) of these parties. Co-X's List of Interested Parties, Needs and Expectations are monitored and updated from time to time, as appropriate.
Determining the scope of the QMS	4.3	This Quality Manual describes Co-X's Quality Management System statements that include the scope of the organization's Quality Management System and the policy statement of the Quality System Procedures.
Quality Management System and it's processes	4.4	This Quality Manual also describes Co-X's Process Mappings and a description of the interaction between the processes of the Quality Management System, as per Section 3.0 - Process Interaction Flow Chart. The Quality Management System is designed to satisfy Co-X's aim and objectives in attaining and maintaining the desired Quality Standards at optimum cost. Co-X ensured all process mappings and procedures established meet the requirements of ISO 9001 Standard. This is done by the implementation of documented procedures, plans and instructions that provide records to demonstrate conformance.

ISO 9001 Requirements	ISO Clause	Policies
5 Leadership		
Leadership and commitment	5.1	Top management will be actively involved in implementing the QMS, providing and establishing Quality Policy and Quality Objectives. The management recognizes and accepts the responsibilities for ensuring that adequate communications are made available as a foundation from which combined improvements can be based. Top management shall demonstrate leadership and commitment with respect to the QMS by: • Taking accountability for the effectiveness of QMS • Ensuring Quality Policy and Quality Objectives are established for QMS are compatible with the context and strategic direction of the organization • Ensuring the integration of the QMS requirements into the organization's business processes. • Ensuring the resources needed for QMS are available • Ensuring QMS achieved its intended results • Promoting improvement • Communicating the importance of effective quality management and of conforming to the QMS requirement • Engaging, directing, supporting the persons to contribute to the effectiveness of the quality management system • Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility
Leadership and commitment for the quality management system	5.1.1	
Customer focus	5.1.2	Co-X determine and implement processes to demonstrate the leadership and commitment with respect to customer focus, such as: • Effective communication with external organizations, including customers, in determining customer requirements and applicable statutory and regulatory requirements are met. • Maintaining the focus on consistently providing services that meet customer and statutory and regulatory requirements. • Maintaining the focus on enhancing customer satisfaction.
Quality policy	5.2, 5.2.1, 5.2.2	Top management ensures that the Quality Policy is developed and communicated to all employees. It includes the commitment to comply with requirements and continually improve effectiveness of the QMS. Co-X's Quality Policy is included in the new employee and QMS training and is placed in prominent places throughout the facility in order to maintain high standards within Organization and as basis for the development of quality objectives. Management review the Quality Policy at each Management Review meeting to determine the policy's continuing suitability for the company.
Organizational roles, responsibilities and authorities	5.3	Responsibility and authority of other key personnel shall be defined and communicated within Co-X through the established Organization Chart and Job Descriptions (JD). Job Description are maintained by HCA Department.

ISO 9001 Requirements	**ISO Clause**	**Policies**
		Top management appointed a member of the company as the Management Representative (MR) and have the authority and responsibility in: • Ensuring that the QMS is established, implemented and maintained and its effectiveness is continually improved in accordance with ISO 9001 Standard. • Promoting awareness of customers' requirements throughout the company. • Acting as liaison with external parties on matters relating to the QMS, including handling of customer feedback / complaints. • Ensuring initiation of action to minimize the likelihood of the occurrence of nonconformities. • Reporting on the performance of the QMS to the top management for review. • Facilitating management of change in the company while maintaining the integrity of the QMS.

ISO 9001 Requirements	ISO Clause	Policies
6 Planning for the Quality Management System		
Actions to address risks and opportunities	6.1, 6.1.1, 6.1.2	Risk Management procedure are developed and maintained in order to identify and control risk associated with impact on delivery and quality of service. The procedure clearly defined the techniques, tools and application for risk identification, assessment, and mitigation. MR shall appoint a committee represented by all HODs and key personnel to perform the risk identification and assessment. Risk identification and assessment for product delivery shall take facility, equipment and supplier performance into account. As for product quality, delivery of nonconforming product and availability of competent personnel shall be taken into consideration. Records of risk assessment and management, including action taken are maintained.
Quality objectives and planning to achieve them	6.2, 6.2.1, 6.2.2	The management team, which shall include representatives from different processes, shall establish or review Quality Objectives at the end of each year. The Quality Objectives and targets shall be measurable and consistent with the Quality Policy. The set goals or yearly target of each function shall be consolidated by the MR in formulating the Quality Objectives that shall include responsibility, means (e.g. specific program/activities, budget, etc.) and time frame by which they are to be achieved. Each function shall set their own desk plan relevant to program/activities to achieve their goals. The progress of Quality Objectives shall be monitored by the MR and reported during the Management Review Meeting. The CEO or COO approves any changes to Quality Objectives.
Planning of changes	6.3	Co-X maintains a process for Management of Change (MOC) to ensure the integrity of the QMS is maintained when changes to QMS are planned and implemented. Request for change will be recorded in Change Request Form and potential risks associated to changes are identified. Relevant personnel and departments are required to meet and discuss in details on the proposed change including the associated risk and justification. Approvals are required by CEO or COO before the changes is carried out by relevant personnel. All MOC activities are recorded in **Change Request Register** and **Change Request Form.**

ISO 9001 Requirements	ISO Clause	Policies
7 Support		
Resources	7.1	The management team identified and provided appropriate resources to implement and maintain the QMS, continually improve its effectiveness and meet customer requirements, thereby enhance their satisfaction. Provision of resources includes hiring and training of competent people for effective operation and needed processes of the QMS in Co-X.
General	7.1.1	
People	7.1.2	
Infrastructure	7.1.3	The management identified, provided and maintained the infrastructure needed for ensuring products meet the necessary customer requirements in the following areas where applicable: • F&B • Facility • Security • Convention Services All related infrastructures available in Co-X are listed in **Asset List Infrastructure.** The management also identified and managed the needed work environment to ensure products meet the customer's requirements such as safe, clean, good lighting system for operations, non-discriminatory, suitable temperature and hygiene to employee.
Environment for the operation of processes	7.1.4	
Monitoring and measuring resources	7.1.5	Where applicable, Co-X shall request for calibration records from contractors to ensure monitoring and measuring equipment used to verify the results of conformity of products or services are reliable and valid. QHSE personnel / FMD personnel shall review and verify the validity of calibration certificates submitted by the contractors to determine the status of the equipment and traceability to international / national standards. Valid calibration certificates are kept for each project as evidence of fitness for the purpose of the monitoring and measurement activities.
Organizational knowledge	7.1.6	Training Needs Analysis are conducted annually in order to determine the knowledge necessary for operation of Co-X's QMS processes. Co-X encourages knowledge exchange practice where training materials, method statements etc. are maintained and available for reference to all staffs. The changing needs and trends are discussed during the annual Management Review Meeting to identified and determine how to access additional knowledge. NOTE: Organization knowledge can be based on: a) Internal sources (e.g. intellectual property, knowledge gained from experience, lessons learned from failures and successful projects; capturing and sharing undocumented knowledge and experience; results of improvements in processes, products and services.

ISO 9001 Requirements	ISO Clause	Policies
		b) External sources e.g. standards, academia, conferences, gathering knowledge from customers or external providers.
Competence	7.2	Co-X developed and maintained a documented procedure for defining personnel competency and identifying training requirements to achieve necessary competency of personnel at Co-X who perform tasks that fall within the scope of the QMS. The procedure also determines and documenting the effectiveness of the training or other actions taken toward the achievement of required competency. Manpower required in the event management services shall be available and competent on the basis of appropriate education, training, skills and experience. Likewise, all personnel shall be aware of the relevance and importance of their activities, including the achievement of Quality Policy and Objectives, customer requirements and QMS development requiring their participation. The objective of the recruitment program is to hire competent personnel in terms of education, training, work experience, positive attitude and strong potential to contribute to the accomplishment of the organizational goals. Job descriptions shall be available and understood by hired personnel prior to performance of work. New recruits are required to undergo an induction program as part of awareness effort. **Training Schedule** are developed and maintained to identify the frequency and content of training. Evaluation of the effectiveness of action taken, which includes, training to address the deficiency in competence requirements based on actual performance, relevance and importance of their activities, and awareness on their contribution towards achieving quality objectives.
Awareness	7.3	
Communication	7.4	Internal communication processes are established to ensure the importance of meeting customer, legal and other applicable requirements through internal meetings, memos, notice boards and other instructional means to ensure the maintenance and effectiveness of the QMS. Result of analysis of data are communicated within the organizations to relevant departments. Customer communication and feedback are established for tender submission process, customer feedbacks and advisory notices. Communication processes including meetings, email and other methods are reviewed to ensure its effectiveness. This includes in the process of executing tender and contracts, provision and request of information, feedback and customer complaint, including nonconformities identified and information required by quality plans.

ISO 9001 Requirements	ISO Clause	Policies
		Communication processes in Co-X are controlled as per **Internal & External Communication (Co-X/QHS/SOP08)** procedure.
Documented Information	7.5	Co-X's QMS documented information includes the following: • Documented statements of a Quality Policy and Quality Objectives. • A Quality Manual. • Documented procedures and records required by ISO 9001 QMS Standard. • Documents, including records determined by Co-X to be necessary to ensure the effective planning, implementing and control of its processes.
General	7.5.1	This Quality Manual describes Co-X's Quality Management System statements that include the scope of the organization's Quality Management System and justification for any exclusion, the policy statement of the Quality System Procedures, Process Mappings and a description of the interaction between the processes of the Quality Management System. In addition to ISO 9001 requirements, this Manual also identify the legal or other applicable requirements and compliances to achieve product conformity.
Creating and Updating	7.5.2	**Control of Documented Information (Co-X/QHS/SOP01)** procedure was developed and maintained for the identification and control of QMS related documents in Co-X. Each documented information including procedures and records are identifiable by the title and unique reference number with author and date. The authorized signatory (e.g. Initiator or MR depending on type of document and/or normally the superior of originator) shall approve documents for adequacy prior to issue. Documents, procedures, lists and forms are listed in **Document and Record Master List** including the nature of its format and media type.
Control of Documented Information	7.5.3, 7.5.3.1, 7.5.3.2	**Control of Documented Information (Co-X/QHS/SOP01)** procedure was developed and maintained for the distribution, collection, storage, protection, retrieval, retention time and disposition of QMS related documents and records. The responsibilities and requirements for document control were defined in the documented procedure where the following activities shall be performed: • In case of revision, documents shall be reviewed, approved and updated. • Changes to documents shall be indicated on the revision history sheet and current revision status shall be identified through incrementing revision number and effective date (all to be seen on the document top page)

		• Copy of document shall be readily accessible through the network or relevant document copy and when necessary, shall be provided at point of use.
ISO 9001 Requirements	**ISO Clause**	**Policies**
		• Obsolete documents to be kept for reference shall be marked as such. Unnecessary copies of obsolete documents shall be disposed to avoid inadvertent use. The original printouts of all documents shall be kept by the Document Controller. The quality manual, quality plan, quality policy, procedures, work instructions and other references are controlled and maintained by Document Controller and can be accessed by all employees. All procedures, work instructions and forms required by the QMS are controlled. Records are identified, collected and indexed by the function (or as assigned by the department generating records) as indicated in the documents. The responsibilities and requirements for record control shall be defined in the documented procedure that shall include filing, accessing, storage, protection, retention and disposition of records. This includes records from outsourced activities as evidence of conformity to requirements and QMS. Where appropriate, records generated through electronic media shall be printed. Access, such as reading, inputting and maintenance of records stored in electronic media shall be designated and controlled by the Document Controller. A master list of quality records is available. Records shall remain legible, readily identifiable, retrievable and are retained for a minimum of 5 years or as required by customer, legal and other applicable requirements, whichever is longer.

ISO 9001 Requirements	ISO Clause	Policies
8 Operation		
Operational planning and control	8.1	The **Contract Review (Co-X/SOD/SOP01)** procedure is established to determine and review of customer requirements related to the provision of convention and exhibition management service. Co-X planned and developed the processes required for convention and exhibition realization in accordance to **Event Planning & Management (Co-X/SOD/SOP02)** procedure. Planning of convention and exhibition realization processes are consistent with the requirements of the other processes of the quality management system. In planning for convention and exhibition realization, the following are determined, as appropriate: ▪ Quality objectives, products, services and customer-specified requirements. ▪ Required resources and work environment management. ▪ Legal and other applicable requirements. ▪ The need to establish processes, documents, and resources specific to the product and services. ▪ Required verification, inspection and test activities specific to the event. ▪ Records needed to provide evidence that the realization processes and resulting output meet requirements. Output of planning are documented and updated from time to time as changes occur, and is maintained in the Event File.
Determination of requirements for products and services	8.2	Prior to the preparation of the quotation to the customer and acceptance of customer's order, the Sales Personnel shall determine: • Requirements specified by the customer. • Requirements not specified by the customer but necessary for specified or known intended use. • Statutory and regulatory requirements applicable to the project. • Any additional requirements considered necessary by the top management. • Any modifications or changes to specifications shall be based on customer's request.
Customer Communication	8.2.1	
Determination of requirements related to products and services	8.2.2	
Review of requirements related to products and services	8.2.3	The Sales Manager shall review the requirements related to the product. This review shall be conducted prior to the decision or commitment to accept the event from customer (e.g. submission of quotation, acceptance of a contracts or orders) and shall ensure that:

ISO 9001 Requirements	ISO Clause	Policies
		• Event requirements are defined – QMS Documents and Records are reviewed for adequacy to ensure requirements are defined adequately and documented. • The capability and capacity to meet the defined requirements. • Additional statutory or regulatory requirements The results of the review and actions as a consequence of the review are recorded. Where the customer provides no documented statement of requirement, the customer requirements shall be confirmed by the Sales Manager before acceptance. Where requirements are changed, the Sales Manager shall be responsible to convey / transfer the changes of the requirements to respective personnel through appropriate channel of communications.
Design and development of products and services	8.3	Co-X is not involved in the design and development of products or services at the moment, as this process is not applicable with the activities carried out in PICC. However, Co-X will review the applicability of this requirements from time to time when there are changes in management system, business model and / or expansion and other relevant risks and opportunities encountered in the future.
General	8.3.1	
Design and development planning	8.3.2	
Design and development inputs	8.3.3	
Design and development controls	8.3.4	
Design and development outputs	8.3.5	
Design and development changes	8.3.6	
Control of externally provided products and services	8.4	The Purchaser from Account & Finance Department is responsible for ensuring that purchasing process are controlled such that purchased products and outsourced activities which affects product quality conform to specified requirements. The Purchaser is responsible for the following activities:

ISO 9001 Requirements	ISO Clause	Policies
General	8.4.1	• Defining the criticality of products or activities as they are applicable to conformance to product or customer specifications. • Defining guidelines to govern the type and extent of control to be exercised over suppliers in ensuring that the purchasing control policy is consistently met. The level of control exerted depends on a variety of factors; including the type and criticality of purchased product or service, its impact on the quality of Co-X's final services provided to customers, and the availability of records demonstrating the supplier's capability. • Establishing criteria for selection, evaluation and re-evaluation of vendors. • Establishing an **Approved Supplier List – Food / Non-Food** on the basis of these defined criteria related to a vendor's ability to meet Co-X requirements for quality, cost, and delivery. • Maintaining the Co-X approved vendor performance and reviews of vendor's capability versus Co-X's requirements. • Conducting supplier evaluations / assessments and maintaining records of supplier capability, performance and necessary follow-up actions as specified in **Purchasing and Supplier Selection (Co-X/AFD/SOP01)** procedure. • Type and extent of control to be applied to outsourced activities.
Type and extend of control of external provision	8.4.2	The respective F&B personnel shall have the responsibility for ensuring that incoming materials is not used until it has been verified as conforming to specified requirements in accordance to **Incoming Inspection and Preservation (Co-X/AFD/SOP02)** procedure. Generally, the Facility engineer shall ensure that verification arrangements with subcontractors is performed at site upon completion of work by the subcontractors. Verification through inspection and testing and generation of resulting records is performed and maintained according to the specified requirements.

Information for external providers	8.4.3	The Purchaser shall be responsible for ensuring that purchasing documents:
		• Are reviewed and approved for adequacy of specified requirements prior to release according to **Purchasing and Supplier Selection (Co-X/AFD/SOP01)** procedure.
		• Contains data clearly describing the activities or product ordered, including the following, where applicable:
		  ○ Requirements for the approval of product, procedures, processes, and equipment.
		  ○ Applicable version of specifications, drawings, process requirements, inspection instructions, traceability and other relevant technical data.
		  ○ Requirements for qualification of personnel.
		  ○ Requirements for Quality Management System (QMS).

ISO 9001 Requirements	ISO Clause	Policies
Production and service provision	8.5	**F&B Planning & Control (Co-X/FBO/SOP01)** and **Security Management & Control (Co-X/SEC/SOP01)** procedure are developed and maintained to control the provision of services in PICC.
Control of production and service provision	8.5.1	Convention and exhibition realization processes that affect quality are conducted under controlled conditions including: documented method statement / process specifications, process monitoring, special working environments. QHSE HOD together with relevant HOD are responsible for ensuring that the following process control provisions are implemented. • The availability of information that specifies the characteristics of the services shall be documented and made available to relevant personnel. • The availability of method statement to define control on overall event management processes. • The use of suitable equipment shall be maintained in good working condition. • The implementation of monitoring and measurement. • The implementation of event closure with customer.
Identification and traceability	8.5.2	Co-X developed and maintained the Identification and Traceability process to ensure that any raw material, Work in Progress (WIP) and food items can be traced to any stage of the preparation process, purchase, receiving, storage, preparation, holding and where appropriate.
Property belonging to customers or external providers	8.5.3	Security personnel shall exercise care with property belonging to the customers, including the process of holding lost items in order to return them to their rightful owner as per **Lost & Found (Co-X/SOD/SOP04)** procedure. Note: A customer's or external provider's property can include materials, components, tools and equipment, premises, intellectual property and personal data.
Preservation	8.5.4	When required to be kept by Co-X prior to receiving, F&B personnel shall ensure these products or materials are adequately protected and whenever possible, be kept in their original packaging and stored in correct temperature, closed and protected environment to prevent damage, lost and deterioration.
Post-delivery activities	8.5.5	As part of continual improvement in Co-X, Sales Operation Department shall conduct event online feedback survey after an event and analyze the result obtained to ensure customer satisfaction level are achieved.

ISO 9001 Requirements	ISO Clause	Policies
Control of changes	8.5.6	When changes are required, the assigned Event Manager shall request for confirmation from customer before reviewing and updating the Event Order (EO). Where necessary, the new EO is forwarded to the customer for approval before any task is commenced. Changes are communicated with relevant parties and necessary actions are taken.
Release of products and services	8.6	Food and Beverages processes are performed in accordance to menu, controlled with applicable standard such as HACCP, Halal or other relevant work instructions. Executive Chef shall approve the food and beverages to be served once the culinary processes are carried out accordance to the standards.
Control of nonconforming process outputs, products and services	8.7	The controls and related responsibilities and authorities for dealing with nonconforming product are documented in **Control of Non-Conformances (Co-X/QHS/SOP05)** procedure. This control is to ensure that products, services or activities that are nonconforming to quality, health, safety, environmental or customer requirements are promptly identified, segregated, documented and corrected in accordance to Co-X requirements. Related Department HOD is responsible to identify, document and reporting of the non-conformances and together with MR, ensure the analysis of non-conformance are performed.

ISO 9001 Requirements	ISO Clause	Policies
9 Performance Evaluation		
Monitoring, measurement, analysis and evaluation	9.1	The Management Representative is responsible for ensuring that each department heads at Co-X define plans and implements monitoring, measurement and analysis activities that are necessary to demonstrate conformity of the service and the QMS, including improvement plans. Appropriate data are obtained for monitoring, measurement, analysis and improvement to ensures: • Monitoring and measurement activities on processes affecting quality are defined, planned and implemented. • The needs for statistical techniques and / or any other applicable methods is identified and the extent of their use is determined. • Measurement, analysis, and improvement system are reviewed during the Management Review process to promote continual improvement.
General	9.1.1	
Customer satisfaction	9.1.2	As one of the measurements of performance of the Quality Management System, Co-X has established documented procedure and a system to monitor information relating to customer perception as it relates to meeting customer requirements. Online Event Feedback Survey, is conducted once an event closes and analysis is performed once a month, in accordance with **Customer Satisfaction & Complaint (Co-X/SOD/SOP03)** procedure. Records of customer feedback (including customer satisfaction measurement data and customer complaints) are maintained and are utilized in the Management Review process.
Analysis and Evaluation	9.1.3	To effectively assess the performance of Co-X processes, statistical techniques are used for the following purposes: • To quantify and display the current levels of quality. • To verify process capability, if applicable. • To identify where to focus quality improvement resources and efforts. Several key areas have been identified for the collection and analysis of data, namely: • Nonconformance. • Customer satisfaction. • Internal audit. • Vendor performance Data from other areas or other types may be collected in the future or when the need arise.

ISO 9001 Requirements	ISO Clause	Policies
Internal audit	9.2, 9.2.1, 9.2.2	Management Representative shall act as the Lead Internal Auditor for Co-X and establishes an internal audit plan and schedule in accordance with **Internal Audit (Co-X/QHS/SOP04)** procedure. The procedure is maintained to define the responsibilities for planning, conducting, and documenting internal audits performed in Co-X, including the audit criteria, scope, frequency and methods. Every activity and processes is **audited once (1) per year**, including outsourced activities performed in the facility. Results from previous audits and criticality of the process are taken into consideration on the planning of the audit. Selected activities may be audited more frequently, depending on their importance and quality performance history. Conducting the audit, auditors look objective evidence indicating whether the audited activities comply with the requirements of the documented quality system and whether the quality system is effective. The evidence collected by observing activities, interviewing personnel and examining records. In the case of non-compliance's or weaknesses (in either the QMS and procedures, or the performance and adherence to those system and procedure), the MR initiates corrective and / or preventive action accordingly to **Corrective and Preventive Action (Co-X/QHS/SOP06)** procedure. Only personnel independent of the audited activities is assigned to conduct internal audits. Normally, MR leads the audit team except when QHSE activities are being audited. Auditors prepare for audits by reviewing applicable standards and procedures, analyzing quality records and establishing checklists to ensure all processes conform to the requirements of the latest revision of ISO 9001 standard. Selection of auditors and preparation for the audit are explained in Co-X's Internal Audit procedure. Records documenting the audit process and results are maintained according to **Control of Documented Information (Co-X/QHS/SOP01)** procedure and utilized in the Management Review process.
Management review	9.3, 9.3.1, 9.3.2	Co-X developed and maintained a procedure to guide top management when conducting Management Review Meeting. The main purpose of this meeting is to ensure the effectiveness, suitability, adequacy of the QMS, including quality policy and quality objectives. Top Management shall conduct the management review **at least once** within a 12 months interval, or whenever there are breaches of regulatory requirements, and keep records of such reviews. The input to Co-X's management reviews, at the minimum, shall include: • Effectiveness of actions resulting from previous management review. • Results of audit. • Changes that could affect the QMS. • Customer feedback.

ISO 9001 Requirements	ISO Clause	Policies
		• Process performance and product conformity. • Status of corrective and preventive actions. • Results of risk assessment. • Analysis of vendor's performance. • Review of the analysis of product conformity, including non-conformities identified after delivery or use. • Recommendations for improvement. • Follow-up actions from previous management reviews. The output from management review include decisions and actions related to: • Any required changes to the processes and any decisions and actions. • Improvement of the effectiveness of the QMS and its processes. • Improvement of product related to customer requirement. • Resource required. Top management from Co-X will review and approve the output of management review. Meeting minutes of the management review are maintained.

ISO 9001 Requirements	ISO Clause	Policies
10 Improvement		
General	10.1	Co-X continually improves the effectiveness of the QMS through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management review. The data that is collected from the various core processes is used by management to improve the effectiveness of the quality management system. This is achieved in management review meetings and other planning meetings held by top management.
Nonconformity and corrective action	10.2, 10.2.1, 10.2.2	Co-X has documented procedures for implementing corrective action in order to eliminate the causes of a nonconformity and minimize the likelihood of recurrence as well as a method for continually improve. These procedures are designed corrective actions are used when an actual nonconformity is identified and the Management Representative shall determine needs for corrective action on the basis of identified actual nonconformities. Corrective action requests are typically triggered by such events as a failed inspection, customer complaint, nonconforming delivery from a supplier or a quality system audit finding. The corrective actions shall determine the requirements for: • Reviewing a process nonconformity (including customer complaint). • Identify and implement corrections. • Determine the root cause and evaluating the need for corrective action. • Timeframe and person responsible to address corrections and corrective actions. • Verification on the effectiveness of corrective action taken. • MOC, where applicable, if the corrective actions require changes within the QMS. The organization shall review the effectiveness of the corrective action taken, including activities for control of a nonconforming process, and records are maintained.
Continual improvement	10.3	

APPENDIX I – QUALITY, HEALTH, SAFETY AND ENVIRONMENT POLICY

QUALITY, HEALTH, SAFETY AND ENVIRONMENT POLICY

The management of Convention & Exhibition (Putrajaya) Sdn. Bhd. (Co-X) is committed to drive Putrajaya International Convention Centre (PICC) becomes a renowned business events destination. This includes the provision of excellent and professional services and the focus on customer satisfaction by proper management system, teamwork and a very good climate communication.

In order to adhere these principles, Co-X are committed:

Q
Quality

- ✓ To use the disciplines of ISO 9001 to develop and maintain the processes needed to provide PICC a premier venue with leading-edge innovations and exceptional hospitality for our customers with consistent standard of quality.
- ✓ To establish and upgrade measurable goals through internal audits, corrective actions and management review.
- ✓ To comply with applicable regulatory and customer requirements including the quality, safety, hygiene and environmental specifications for Co-X activities, products and services.
- ✓ To continually improve the effectiveness of the Quality Management System.

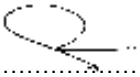
HS
Health Safety

- ✓ To provide and ensure the work environment, facilities, equipment and workplace system safe and healthy for all employees, contractors, customers, visitors and the parties related directly or indirectly to the activities of the Co-X.
- ✓ Implement activities and programs to prevent injury and ill health, including of awareness and health monitoring to all employees and ensure that every worker takes part in the activities and programs.
- ✓ Eliminating and reducing risks by implementing appropriate, effective control measures.
- ✓ Cooperate with the authorities (Department of Occupational Safety and Health Malaysia and other government departments and agencies) as far as practicable in compliance with all legal provisions related to occupational safety and health at the time, industrial codes of practice, standards and other relevant requirements.
- ✓ Ensuring continual improvement concepts into practice constantly in assessing policies, safety and health performance, procedures and existing workplace systems in order to improve the quality of occupational safety and health.

E
Environment

- ✓ To set environmental objectives and targets, integrate the process of performance monitoring, reviewing and reporting.
- ✓ To conserve natural resources through the responsible use of energy, water and materials.
- ✓ To comply with applicable environmental law and regulations.
- ✓ To continually improve environmental performance and minimizing the environmental impact.
- ✓ Commit to protect the environment, including prevention of pollution and other specific commitment(s).

Co-X has the ultimate responsibility to maintain the Quality, Health, Safety and Environment Policy and shall promote all initiatives to improve Co-X products and services.



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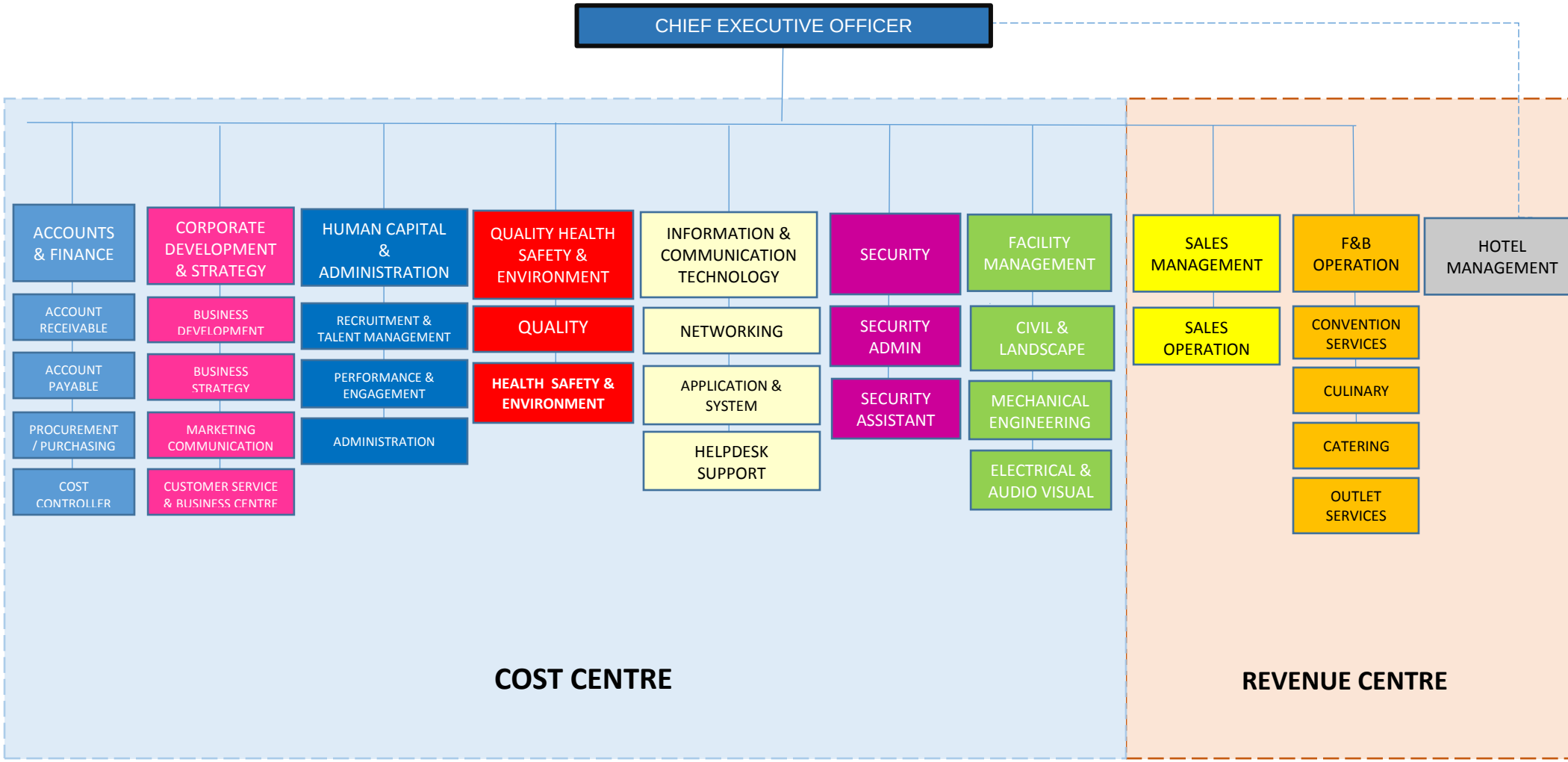
MAHMAD ANUAR BIN OTHMAN
Chief Executive Officer
Convention & Exhibition (Putrajaya) Sdn. Bhd. (Co-X)
Putrajaya International Convention Centre
Date : 1st November 2022

APPENDIX II – ORGANIZATION STRUCTURE



APPENDIX III – LIST OF QUALITY SYSTEM DOCUMENTED PROCEDURE

No	Title	Doc No	Applicable ISO 9001 Requirement	Process Owner
1	Control of Documented Information	Co-X/QHS/SOP01	7.5 Documented Information	Quality, Health, Safety & Environment Department
2	Management of Change	Co-X/QHS/SOP02	6.3 Planning of Changes	
3	Risk Management	Co-X/QHS/SOP03	6.1 Action to Address Risks and Opportunity	
4	Internal Audit	Co-X/QHS/SOP04	9.2 Internal Audit	
5	Control of Non-Conformances	Co-X/QHS/SOP05	8.7 Control of Nonconforming Process Outputs, Products and Services	
6	Corrective and Preventive Action	Co-X/QHS/SOP06	10.2 Nonconformity and Corrective Action 10.3 Continual Improvement	
7	Management Review	Co-X/QHS/SOP07	9.3 Management Review	
8	Internal & External Communication	Co-X/QHS/SOP08	7.4 Communication	
9	Contract Review	Co-X/SMD/SOP01	8.2 Determination of Requirements for Products and Services	Sales Management Department
10	Customer Satisfaction & Complaint	Co-X/CDS/SOP04	9.1.2 Customer Satisfaction	Corporate & Development Strategy
11	Lost & Found	Co-X/CDS/SOP05	8.5.3 Property Belonging to Customer or External Providers	

No	Title	Doc No	Applicable ISO 9001 Requirement	Process Owner
12	Preventive Maintenance & Equipment Management	Co-X/FMD/SOP01	7.3.1 Infrastructure	Facility Management Department
13	Calibration	Co-X/FMD/SOP02	7.1.6 Monitoring and Measuring Resources	
14	F&B Planning & Control	Co-X/FBO/SOP01	8.5 Production and Service Provision	F&B Operation Department
15	Event Planning & Management	Co-X/FBO/SOP04	8.5 Production and Service Provision	
16	Verification & Validation	Co-X/FBO/SOP02	8.5.5 Post Delivery Activities 8.6 Release of Products and Services	
17	Security Management & Control	Co-X/SEC/SOP01	8.5 Production and Service Provision	Security Department
18	Purchasing and Supplier Selection	Co-X/AFD/SOP01	8.4 Control of Externally Provided Products and Services	Account & Finance Department
19	Incoming Inspection and Preservation	Co-X/AFD/SOP02	8.1 Operational Planning and Control 8.5.4 Preservation	
20	Training	Co-X/HCA/SOP01	7.2 Competence 7.3 Awareness	Human Capital & Administration Department
21	Competency	Co-X/HCA/SOP02		