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QUALITY POLICY

As one of the most significant convention centres in Malaysia, World Trade Centre Kuala Lumpur (WTCKL) is committed to providing the highest quality of service and hospitality to our stakeholders and customers. WTCKL will ensure a continuous improvement in the overall services to exceed the customers' expectations and satisfaction while dealing with us.

In conforming with these efforts, WTCKL will continue promoting and cascading the policy within the organisation to ensure our services comply with the overall requirements. WTCKL shall also review the policy to suit current needs while focusing on maintaining the effectiveness of the Quality Management System, adhering to the ISO 9001:2015 standard.

POLISI KUALITI

Sebagai salah sebuah pusat konvensyen utama di Malaysia, Pusat Dagangan Dunia Kuala Lumpur (WTCKL) komited dalam menyediakan kualiti perkhidmatan dan hospitaliti yang terbaik kepada pihak berkepentingan dan para pelanggan. WTCKL juga akan sentiasa memastikan penambahbaikan sentiasa dibuat bagi memastikan perkhidmatan yang diberikan sentiasa melangkaui jangkaan dan kepuasan pelanggan menjadi keutamaan.

Selaras dengan usaha ini, WTCKL akan terus menggalakkan dan menyalurkan maklumat polisi ini bagi memastikan kepatuhan terhadap keperluan keseluruhan perkhidmatan. WTCKL juga akan sentiasa membuat penambahbaikan terhadap polisi ini bagi memenuhi keperluan semasa dengan memberi penekanan terhadap pengekalan keberkesanan Sistem Pengurusan Kualiti dalam mematuhi piawaian ISO9001:2015.

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Group Chief Executive Officer
Date: 20 June 2025



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ANTI-BRIBERY & ANTI CORRUPTION POLICY

WTC KL Holdings Sdn. Bhd. adopt zero-tolerance approach towards all forms of bribery and corruption in our business operations and activities.

WTCKL'S COMMITMENT

WTC KL Holdings Sdn. Bhd. has established, maintained and review the Anti-Bribery Management System Policy that:

- Inculcates a bribery and corruption free practice and culture.
- Complies with the requirements of:
 1. Malaysian Anti-Corruption Commission Act 2009 (Act 694) and Malaysia Anti-Corruption Commission (Amendment) Act 2018 (Act A1567) - Section 17A.
 2. ISO 37001:2016 International Standard on Anti-Bribery Management System.
- Provides appropriate channels for persons associated with WTC KL Holdings Sdn.Bhd. and its business associates to raise their concerns in good faith or to disclose any potential malpractices or misconduct in confidence, without fear of reprisal or retaliation.
- Identifies and implement opportunities for continual improvement of WTC KL Holdings Sdn. Bhd. Anti-Bribery Management System.
- Is monitored by Corporate Resources to ensure the organizational compliance of WTC KL Holdings Sdn.Bhd. Anti-Bribery Management System.
- Takes stern disciplinary action or prosecutes under the Malaysian Anti-Corruption Commission Act 2009 against any persons associated with WTC KL Holdings Sdn.Bhd. who have committed bribery and corruption malpractice.

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Group Chief Executive Officer
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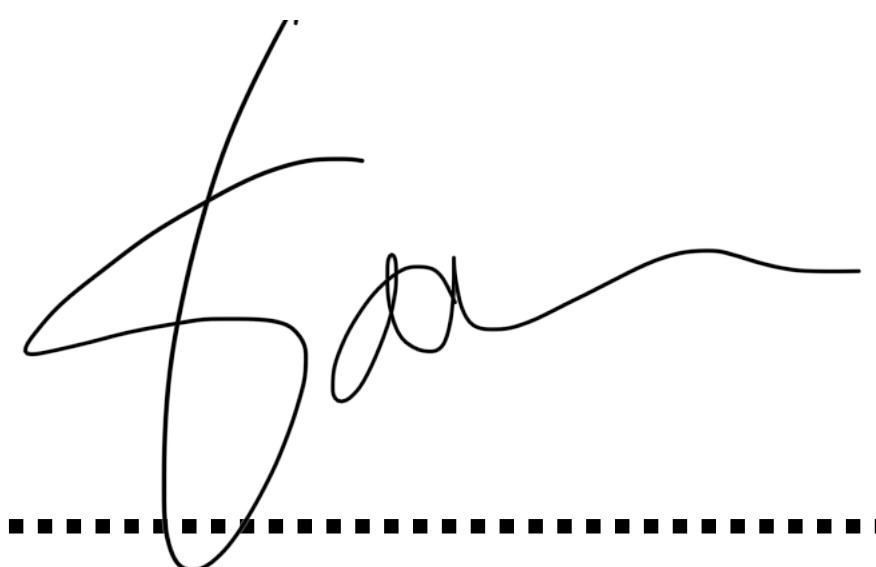
HEALTH AND SAFETY POLICY

WTC KL Holdings Sdn. Bhd. is committed to ensuring the health and safety of all employees, contractors, visitors, and stakeholders. We are determined to provide occupational health and safety excellence in all our activities wherever we operate and achieve zero occupational incidents, eliminating hazards to achieve operational excellence and business sustainability.

We shall commit to:

- Create a comfortable and safe working environment.
- Eliminate hazards and reduce risk factors by prioritising health and safety in our process to prevent any work-related incident and injury.
- Comply with applicable legal requirements and standards.
- Promote health and safety awareness to increase competency among employees, contractors, and stakeholders through active participation, consultations, activities, and training.
- Develop and continually improve health and safety management system, objective and target while ensuring its availability to all employees and interested parties.
- Demonstrate leadership commitment, responsibility and accountability at the management and supervisory level by championing initiatives and compliance with health and safety policy and procedures.

Employees, contractors, and stakeholders shall also take personal accountability to ensure their health, safety, and compliance with this policy. WTC KL Holdings Sdn.Bhd. will continually improve our health and safety management system to achieve the objective of this policy.



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Group Chief Executive Officer
Date: 20 June 2025



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HALAL POLICY

WTC KL Holdings Sdn. Bhd. is committed to produce and distribute Halal products at World Trade Centre Kuala Lumpur (WTCKL) that complies with the Halal requirement by the Department of Islamic Development Malaysia (JAKIM).

We will achieve this by:

- Ensuring all materials purchased from the supplier are certified Halal by JAKIM.
- Ensuring all finished products made for consumer are certified Halal In accordance with the Manual Procedure for Malaysia Halal Certification.
- Ensure the compliance to the Halal Assurance Management system (HAS) requirement outlined by the company.
- Ensuring all raw materials purchased and used in the production process are purely Halal and free from any non-Halal Contaminants.
- Ensure all tools and equipment used throughout preparation, processing and production or products are free from najas and any non-Halal contaminants
- Ensuring all finished products are safe for consumption and free from hazardous contaminants
- Ensuring all products are handled in accordance with the standard operating procedure (SOP) during the preparation, processing, storage and distribution.

An Internal Halal Committee was established by the company consist of representatives from multi-department. The Committee is held responsible for all matters pertaining to Halal Compliance.

HALAL OBJECTIVE

Our objective is to produce and distribute Halal products based on the following:

- To eliminate any non-conformance throughout Halal processing by continuously and consistently monitor on the compliance to the Shariah Law (Islamic law).
- To ensure the compliance with all guidelines issued by the Malaysian Authorities such as Halal Assurance Management System of Malaysia, Halal Certification issued by JAKIM.

SCOPE OF HALAL

The company's Halal Policy and objective as outlined are inclusive of the implementation of Halal compliance on supply chain management, including the process of purchasing, receiving, storage, preparation and distribution from suppliers to the company to produce Halal Product menu at WTCKL.

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Group Chief Executive Officer

Date: 20 June 2025