



1. INTRODUCTION

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

A Company Limited by Guarantee (CLBG), MyCEB aim to promote, bid and bringing in international Business Events (Meetings, Incentives, Conferences and Exhibitions) into Malaysia. With goal to strengthen Malaysia's position as preferred Business Events destination so as attracting and increasing the number of international events to choose Malaysia as a host. At the same time, MyCEB also acts as a catalyst for the development of national products and industries.

Other than providing support to international and development of national level business events industry in Malaysia, MyCEB's range of services includes bid support, marketing and promotion, delegates boosting and logistical support. This is one of the efforts to further strengthen Malaysia's image as a destination for organizing international business and sports events in the region as well as contributing to sustainable socioeconomic development.

2. BACKGROUND

The practice of using external influence and trying to influence a decision consideration for any government affairs, especially through a letter of support has become an unethical cultural practice of some members of the society.

The 'Letter of Support' used by influential organizations and individuals has placed officials who are responsible for making judgments or decisions in an awkward state or distress, not to mention that there are even officials who feel threatened from various aspects.

The practice of this 'Letter of Support' can lead to abuse of power that can affect the corporate image and integrity of an organization.

3. PURPOSE

This policy was developed to:

- I. Provide clear explanations to MyCEB staff as well as external parties regarding the anti-interference management of external influences and letters of support; and
- II. Ensuring the delivery of services by MyCEB staff can be carried out in a transparent and professional manner without involving interference from interested parties.

4. APPLICATION

This policy applies to all MyCEB staff and should be used as a guide by heads of government, ministries, local authorities, influential individuals, business partners and stakeholders or any individual and organization dealing with MyCEB staff or using MyCEB facilities.

5. DEFINITION

I. External Influence

Any form of pressure/insistence from unrelated parties whether verbally, non-verbally or in any other way from heads of government, ministries or influential individuals on MyCEB staff with the aim of supporting a matter or influencing where a decision is under consideration.

II. Support Letter

Any communication delivered either in writing or verbally, this includes in the form of letters, memos, minutes, e-mails, short message services (SMS), 'WhatsApp's',

verbal conversations, phone calls and so on that aim to support an application or business or influence the judgment of the decision.

III. Heads of Government

Referring to the interpretation of Administrative Members of the Government under Clause (2) Article 160 of the Federal Constitution, Members of State Legislative Assembly.

IV. Influential Individuals

Individuals who hold special positions in the Government or relations with the authorities, dignitaries, politicians and others.

V. Malaysia Convention & Exhibition Bureau (MyCEB) Staff

Any officer/staff in service at MyCEB, whether appointed on a permanent, contractual or temporary basis.

VI. Third Party

Contractors, sub-contractors, suppliers, organizations, strategic partners, associations, non-governmental organizations (NGOs) or any party including individuals dealing with MyCEB, and

VII. Government Affairs

All Government matters such as procurement, human resource management, marketing, event support, etc.

6. POLICY STATEMENT

- I. MyCEB is always ready to give its full commitment to ensure integrity, good governance and transparency are the cornerstones in delivering services to the community.
- II. In accordance with the said efforts and commitments, all MyCEB staff are prohibited to:
 - a) Bringing or trying to bring external influence or submitting any letter of support from any Heads of Government and Influential Individual to support an application or influence the decision consideration; and
 - b) Using external influence or letters of support as a basis for consideration or instructions from Heads of Government and Influential Individuals in making decisions.

7. POLICY MANAGEMENT

In managing external influence and letters of support, MyCEB staff must take the following actions: -

- a) If support is received in writing, it must be filed in the relevant file;
- b) If support is received verbally, the communication must be recorded in writing together with the information of the party giving support and the form of support in the minute sheet of the relevant file;
- c) Must immediately report in writing the support received to the Head of Department or MyCEB Integrity Officer for instructions or further action; and
- d) If for any particular reason or it is impractical to report to the Head of Department, it should be reported to the relevant Government agency for further action.

8. EXTERNAL INFLUENCES AND LETTERS OF SUPPORT BY MEMBERS OF THE ADMINISTRATION AND GOVERNMENT HEADS / LEADERS

- i) The Code of Ethics for Administrative Members and Members of Parliament issued in December 2018 stipulates that Administrative Members and Members of Parliament must ensure that there is no conflict of interest between their public positions and personal interests. Conflicts of interest can occur as a result of the influence and power of Administrative Members and Members of Parliament as the Government.
- ii) In relation to that, Administrative Members and Government Heads should refrain from using their position to exert any pressure or issue any letter of support for the purpose of supporting any application or claim to MyCEB staff.

9. COMPLIANCE

Failure or refusal of MyCEB staff to comply with this policy can be considered as breach of order and may be subject to disciplinary action under the Public Officers (Conduct and Discipline) Regulations 1993 or the Statutory Bodies (Discipline and Surcharge) Act 2000 (Act 605) or OACP Policy MyCEB (2023) / Employee Handbook MyCEB.

Violations of this Policy by third parties will be reported to the Malaysian Treasury, the Malaysian Anti-Corruption Commission (MACC), the Companies Commission of Malaysia (SSM) or any relevant Regulatory Body for further action.

10. QUESTIONS AND REPORTING

Any inquiries or reporting of violations of the External Influence and Support Management Policy and Letter of Support, can be submitted through the following channels:

Integrity Officer
Malaysia Convention & Exhibition Bureau (MyCEB)
Aras 9, Menara Z10
Jalan Alamanda 2, Presint 1
62000 Putrajaya
Email: integrity@myceb.com.my

11. EFFECTIVE DATE

The implementation of the Anti-Interference, External Influence and Support Letter Policy is effective from the date this policy is issued.

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