



ORGANISATIONAL ANTI-CORRUPTION PLAN 2023 - 2027

Malaysia Convention & Exhibition Bureau
(MyCEB)



ORGANISATIONAL ANTI-CORRUPTION PLAN

**Malaysia Convention & Exhibition Bureau
(MyCEB)**

2023 - 2027



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INTRODUCTION

CHAPTER



SECRETARY GENERAL'S MESSAGE

Assalamualaikum Warahmatullahi Wabarakatuh and Salam Malaysia Madani

Alhamdulillah, with grace and permission of the Almighty, Malaysia Convention & Exhibition Bureau has successfully developed the MyCEB Organisational Anti- Corruption Plan 2023-2027.

The MyCEB Organisational Anti- Corruption Plan is a crucial anti-corruption policy document aimed at addressing issues related to governance, integrity and anti-corruption. The development of this plan aligns perfectly with the Government's and the Ministry's aspirations to strengthen governance, integrity and anti-corruption.

MyCEB is an agency under the Ministry of Tourism, Arts and Culture Malaysia (MOTAC) that plays a significant role in the development of the Business Events and International Sporting Events

industry, as well as the tourism industry in general. Therefore, this plan is of great significance in ensuring that all MOTAC's missions and visions can be realised for the holistic and inclusive benefit of the nation and the people.

I also believe that this plan will assist MyCEB and MOTAC in ensuring the four priority areas as well as all the planned initiatives can be implemented, moving towards becoming a corruption- free and high- integrity organisations.

Corruption Avoided, People with Integrity.

DATO' ROSLAN TAN SRI ABDUL RAHMAN

Secretary General
Ministry of Tourism, Arts and Culture Malaysia



"This plan will assist MyCEB and MOTAC in ensuring the four priority areas as well as all the planned initiatives can be implemented"

CHAIRMAN'S MESSAGE



Assalamualaikum Warahmatullahi Wabarakatuh and Peaceful Greetings.

I want to express my gratitude to Allah SWT because with His abundance and grace, MyCEB's Organisational Anti-Corruption Plan or 'Organisational Anti-Corruption Plan' (OACP) has been successfully completed. Firstly, I would like to express my gratitude to the editorial board and all those involved in the successful publication of MyCEB's Organisational Anti-Corruption Plan (OACP).

This comprehensive plan covers all areas of duty found in MyCEB, and is in line with the Government's requirements stated in the National Anti-Corruption Plan (NACP) 2019 - 2023. This plan will also serve as the main guide and reference for MyCEB employees in dealing with issues related to corruption, integrity and governance, specifically in performing daily tasks.

MyCEB's vision is to make Malaysia a world leader in the organisation of leading business, cultural and sporting events. It is therefore the responsibility of all MyCEB employees to consistently maintain integrity in order to instill stakeholders' confidence in MyCEB's credibility as a regulatory body for the development of a national business events industry that is corruption-free and authoritative.

Lastly, I would like to express my upmost appreciation to all parties directly or indirectly involved in the publication of MyCEB's Organisational Anti-Corruption Plan (OACP). Let's continue facing the upcoming days by adopting a corruption-free culture and with integrity.

Thank you.

DATUK HAJAH SARAYA BINTI ARBI
Chairman
Board of Directors

MANAGEMENT'S MANDATE



Alhamdulillah, with His blessing, the publication of the Organisational Anti-Corruption Plan (OACP) of Malaysia Convention & Exhibition Bureau (MyCEB), Ministry of Tourism, Arts and Culture (MOTAC) has been completed. It was developed with the intention to empower and improve integrity and governance within the MyCEB organisation.

This document also serves to fulfill the Government's aspiration to fight corruption in line with the initiatives in the National Anti-Corruption Plan (NACP) 2019-2023. The MyCEB OACP will be a reference and guide for MyCEB employees to ensure transparency and integrity in their work process and service delivery. This is crucial as MyCEB is the central agency that plans the development of the country's business events in the medium and long term.

The MyCEB OACP includes a risk analysis as well as a strategy and action plan to prevent corruption, abuse of power and misappropriation. The implementation of this action plan will be monitored and reported, with improvements taken to ensure that MyCEB employees are instilled with integrity, accountability and is corruption-free in performing their duties and responsibilities when planning the development of the national business events industry.

I hope that all MyCEB employees will embrace and effectively implement the initiatives in the MyCEB OACP in order to elevate MyCEB's image as an organisation of integrity and trust.

ZAIN AZRAI BIN RASHID

Senior Director, Corporate Affairs
Acting Chief Executive Officer

TOP MANAGEMENT COMMITMENT

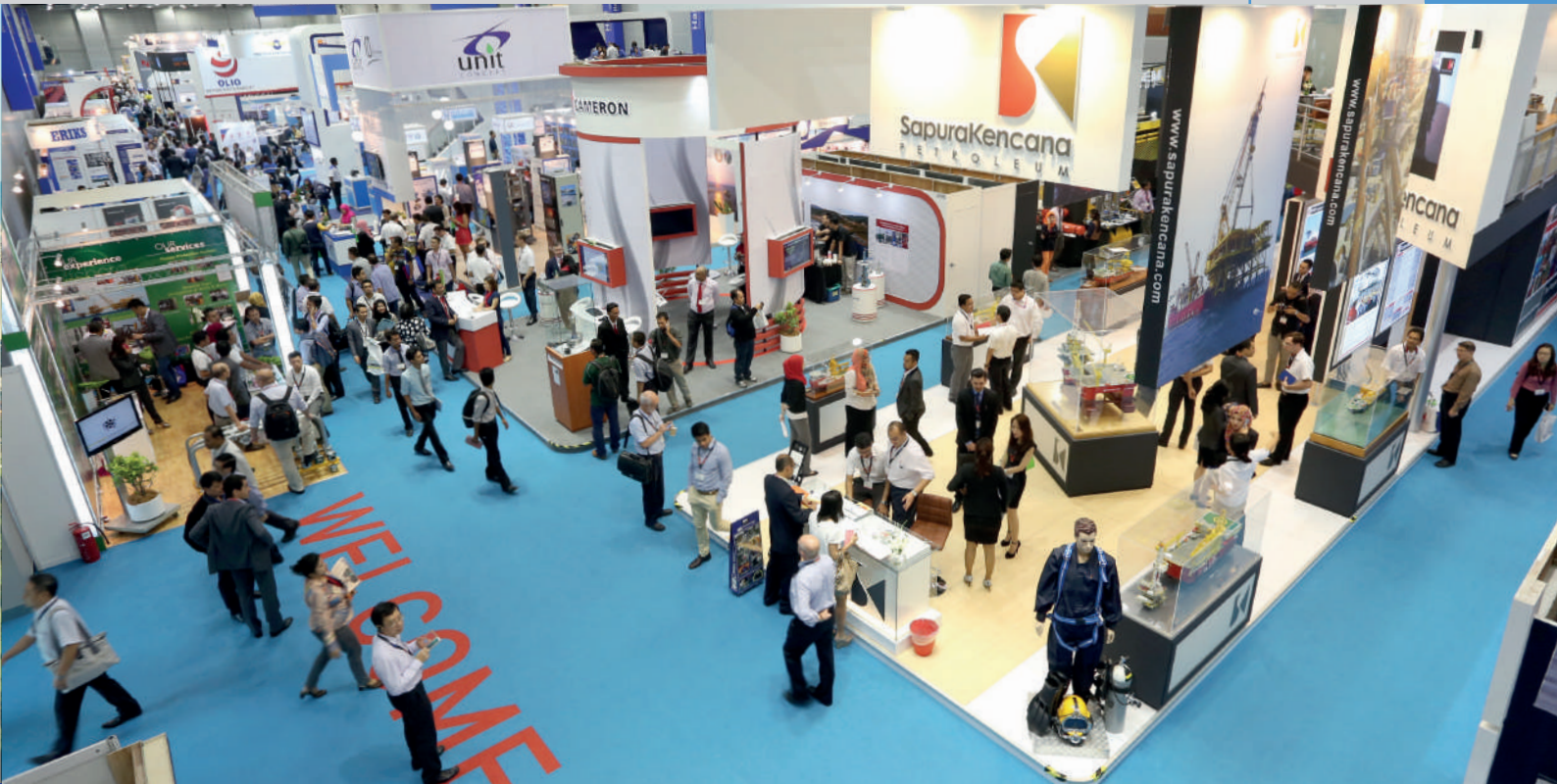


The Organisational Anti-Corruption Plan (OACP) of Malaysia Convention & Exhibition Bureau (MyCEB) was produced with the continuous commitment of all MyCEB departments to strengthen the governance, integrity and anti-corruption among employees by implementing the preventive and proactive actions outlined in the plan.

The aim of this plan is also in line with the National Anti-Corruption Plan's (NACP) objective to increase integrity, accountability and transparency in the government administration process while reducing

the practice of corruption, misappropriation and abuse of power. The plan is expected to improve the country's image as a country of integrity and free from corruption.

Therefore, the MyCEB OACP will require all employees to work together in ensuring that the MyCEB administration is free from corrupt practices. At the same time, governance aspects and the service delivery system could be improved in order to produce MyCEB employees of integrity and excellence.



EXECUTIVE SUMMARY

The National Anti-Corruption Plan (NACP) 2019-2023 was launched on 29 January 2019 with the objective of promoting Malaysia as a country known for integrity, and free from corruption.

Further to that, on 29 March 2019, YAB Prime Minister issued Directive No. 1/2018, Series.2 No. 01/2019 on “Strengthening Governance, Integrity and Anti-corruption in the Administrative Management of the Government of Malaysia”, stating the need to develop an Organisational Anti-Corruption Plan (OACP) as one of the mandatory initiatives under “Strategy 2: Strengthening the Efficiency of Public Service Delivery” under initiative 2.1.5 in NACP 2019-2023.

Initiative 6.2.1 in the NACP also states the need for OACP development in each Statutory Body, Government Owned Company (SOE), Company Limited by Guarantee (CLBG) and private sectors regulated by regulatory bodies.

The MyCEB OACP was developed in line with the directive as a document that forms the basis of an action plan or anti-corruption initiative at the Company level in order to address problems and weaknesses in governance, prevent acts of corruption and breach of integrity among employees. The MyCEB Anti-Corruption Plan was developed in collaboration with all Divisions and Units within MyCEB.



Generally, the book contains four chapters namely (i) Introduction (ii) Issues and Challenges in Dealing with Corruption, (iii) Monitoring, Evaluation and Implementation and (iv) Conclusion & Future Expectations.

Chapter 1 describes the introduction, the background of MyCEB, the strategic direction and main thrust of MyCEB, the corporate structure and the background of the MyCEB OACP.

Chapter 2 focuses on issues and challenges faced by MyCEB in dealing with corruption. It begins by identifying risks through the discussion of misconduct vulnerability for all divisions in MyCEB. The chapter will then outline priority areas that are at risk, and subsequently form strategies and strategic objectives that are used to determine initiatives in handling the risk of corruption, governance weaknesses and organisational integrity. Additionally, the main focus of this chapter is the OACP action plan, which has been organised into quadrants and classified according to priority areas. Each action plan is determined by the implementor as well as the expected period of its implementation.

Chapter 3 explains the monitoring, evaluation and implementation mechanisms of the OACP in order to achieve the objectives that have been outlined.

Chapter 4 describes the conclusions and future expectations in empowering integrity within the organisation.

LIST OF ABBREVIATIONS

AGR	- Association and Government Relations	ISE	- International Sporting Events
BE	- Business Events	OACP	- Organization Anti-Corruption Plan
CAD	- Corporate Affairs Department	SC	- Sales Convention
CAP	- Capability Engagement	SE	- Sales Exhibition
C&I	- Corporate Meeting & Incentive	S&L	- Secretarial & Legal
C&E	- Convention & Exhibition	SOP	- Standard Operating Procedure
CEO	- Chief Executive Officer	SP	- Special Project
COO	- Chief Operating Officer	SPRM	- Malaysian Anti-Corruption Commission
CRA	- Corruption Risk Analysis	MICE	- Meetings, Incentives, Conferences & Exhibitions
CRM	- Customer Relationship Management	MID	- Market Insight & Development
E&E	- Experiential & Event	MOE	- Ministry of Economy
EF	- Event Facilitation	MOF	- Ministry of Finance
FAM TRIP	- Familiarisation Trip	MOTAC	- Ministry of Tourism, Arts and Culture
HRA	- Human Resources Administration	MOU	- Memorandum of Understanding
JAN	- National Audit Department	MyCEB	- Malaysia Convention & Exhibition Bureau
JAR	- Anti-Corruption Committee	NACP	- National Anti-Corruption Plan
IAU	- Internal Audit Unit	PDPA	- Personal Data Protection Act 2010
IIM	- Malaysian Institute of Integrity	PO	- Purchase Order
ID	- Industry Development	PP	- Project Proposal
IT	- Information Technology	PPP	- Procurement Policy and Procedure
IU	- Integrity Unit	PR	- Purchase Requisition
KPI	- Key Performance Indicator	RFQ	- Request for Quotation

BACKGROUND



Malaysia Convention & Exhibition Bureau (MyCEB) was established in 2009 by the Ministry of Tourism, Arts and Culture Malaysia with the aim of bidding and bringing in international business events (BE) previously known as 'MICE' (corporate meetings, incentives, conventions and trade exhibitions) to Malaysia.

One of MyCEB's main goals is to strengthen Malaysia's ranking as an international conference destination and at the same time increase the number of international business events in Malaysia. MyCEB also acts as a catalyst for the development of national products and industries.

Malaysia Business Events Strategic Marketing Plan 2021 - 2030. In an effort to support knowledge development in the knowledge economy, this plan has been designed to set the direction of the international business events industry as well as implement, plan and monitor all initiatives collaboratively with the industry.

STRATEGIC DIRECTION



MISSION

To make Malaysia a world leader in the hosting of business, cultural and hallmark events.

VISION

The business events industry will be a leading driver of social and economic transformation in every part of Malaysia.

OBJECTIVE

Carrying out bidding and promotional activities to position Malaysia as a destination of choice for organising international business events and sporting events. MyCEB acts as a catalyst for the development of national products and industries.

MAIN CORE VALUES

MyCEB applies fourteen (14) core values which are:



Integrity: Adhering to high moral values and honesty and ethics

Professionalism: Carrying out tasks with high levels of efficiency and skills as well as being competent in the tasks assigned.

Efficient: Carrying out roles effectively, avoiding waste and spending more efficiently.

Leadership: Be a leader and source of inspiration for the business events industry.

Experienced: Vastly experienced in the industry through active participation in industry activities globally.

Capable: Strategic in organising the movement of resources to overcome problems and difficult situations.

Committed: Committed to achieving the organisation's goals and objectives, which is to develop the international business events and sporting events industry and place Malaysia on the world stage.

Innovative: Creative and progressive in seeking new ways and implementing innovative ideas to achieve objectives and provide better services.

Dynamic: A more dynamic organisational environment in order to remain competitive in facing global changes and challenges.

Courteous: Good character by respecting each other, being considerate and polite is the cornerstone of staff practice.

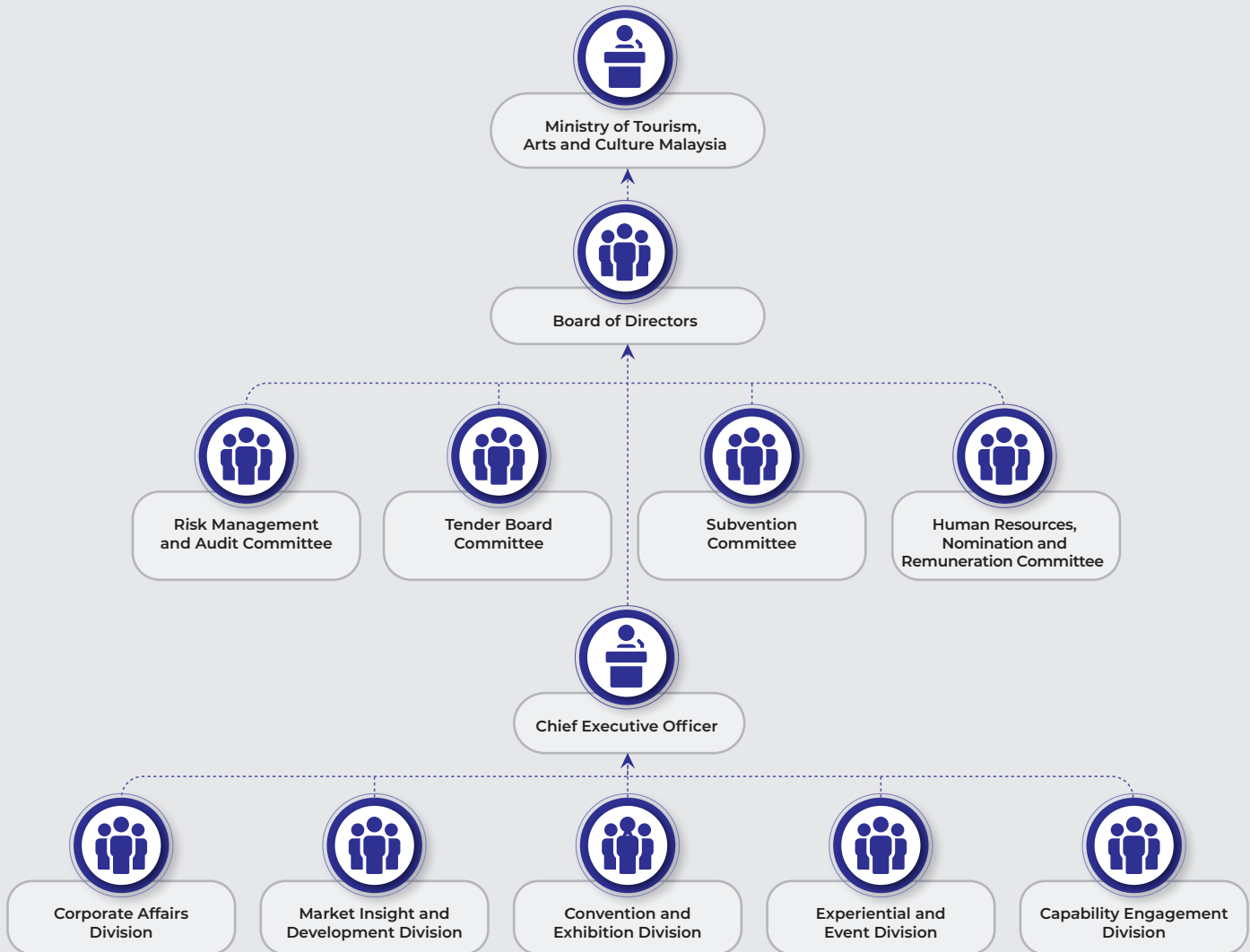
Strategic: A broad vision and always at the forefront of all long-term planning.

Flexible: Adapting to industry needs as well as understanding the needs and wants of customers.

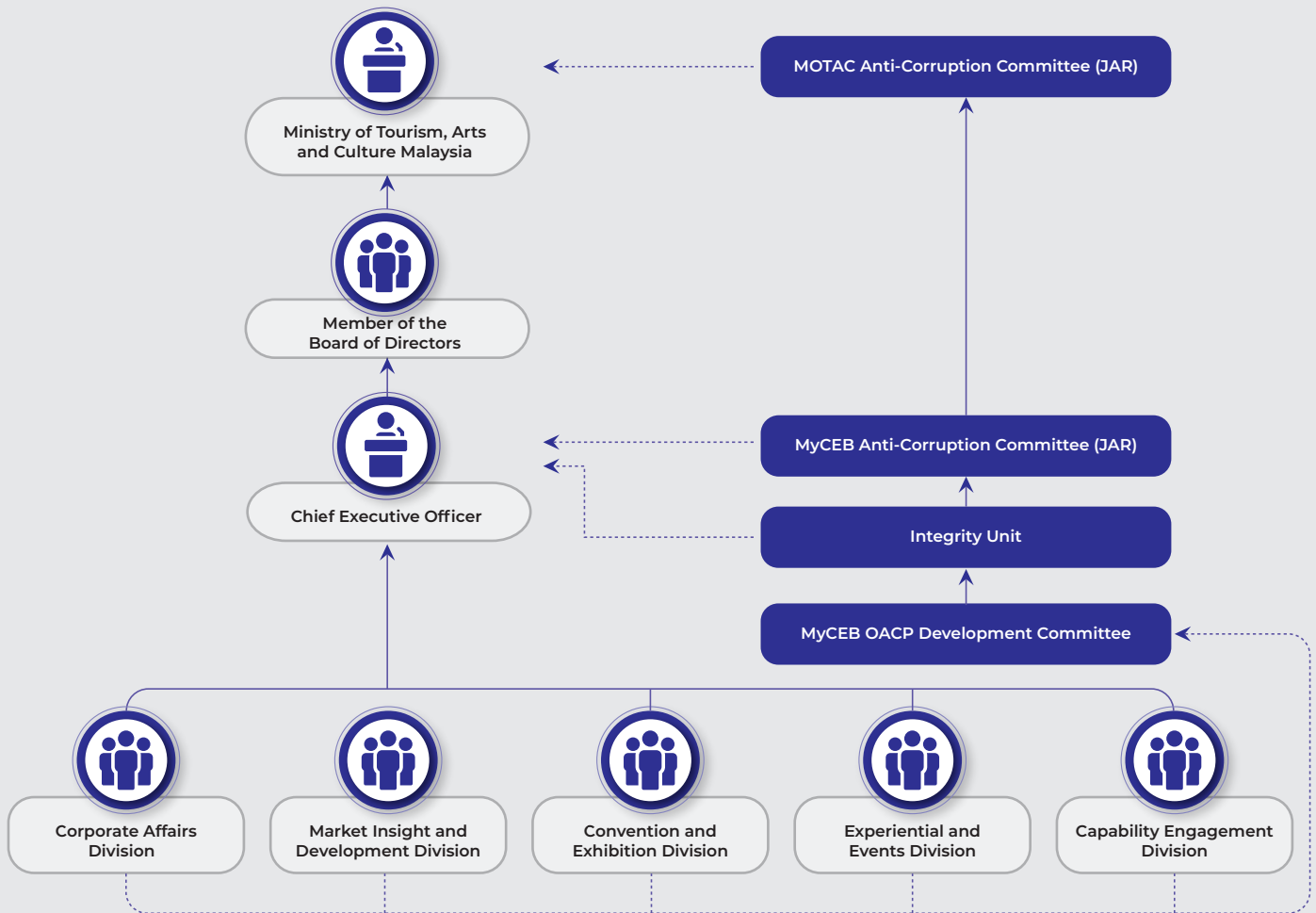
World Class Service: High service standards to provide the best customer service.

Unique: Acting as a model organisation for other organisations or bureaus in the Asian region and the international arena.

ADMINISTRATIVE STRUCTURE OF MyCEB



INTEGRITY UNIT STRUCTURE WITHIN MyCEB



REPORTING STRUCTURE



As a 'Company Limited by Guarantee' (CLBG), MyCEB is committed to producing disciplined, integrity and dedicated staff in order to realize the Organization's goals and aspirations. In line with that commitment, the OACP Development Committee was established in the MyCEB Management Meeting No. 3/ 2022 on 16 August 2022, to assist in the development of the MyCEB OACP. MyCEB has appointed an Integrity Liaison Officer on 1 July 2022 to coordinate all work related to governance and organisational integrity.

MyCEB has established a transparent reporting structure in integrity management where the Integrity Unit reports directly to the MyCEB Top Management Committee, also called the MyCEB JAR where through this Committee, the top management will present and discuss integrity issues at MOTAC JAR meetings. MyCEB's Top Management Committee will monitor and regulate integrity-related management issues. The MyCEB Top Management Committee consists of the Chief Executive Officer, Chief Operating Officer and Divisional Directors.

MISSION

To strengthen efficiency and transparency of work culture with integrity in promoting Malaysia as a destination of choice for international business events and sporting events.

VISION

MyCEB towards becoming an organisation with integrity and free from corruption by practicing superior work culture with strong morals and ethics.

OBJECTIVES

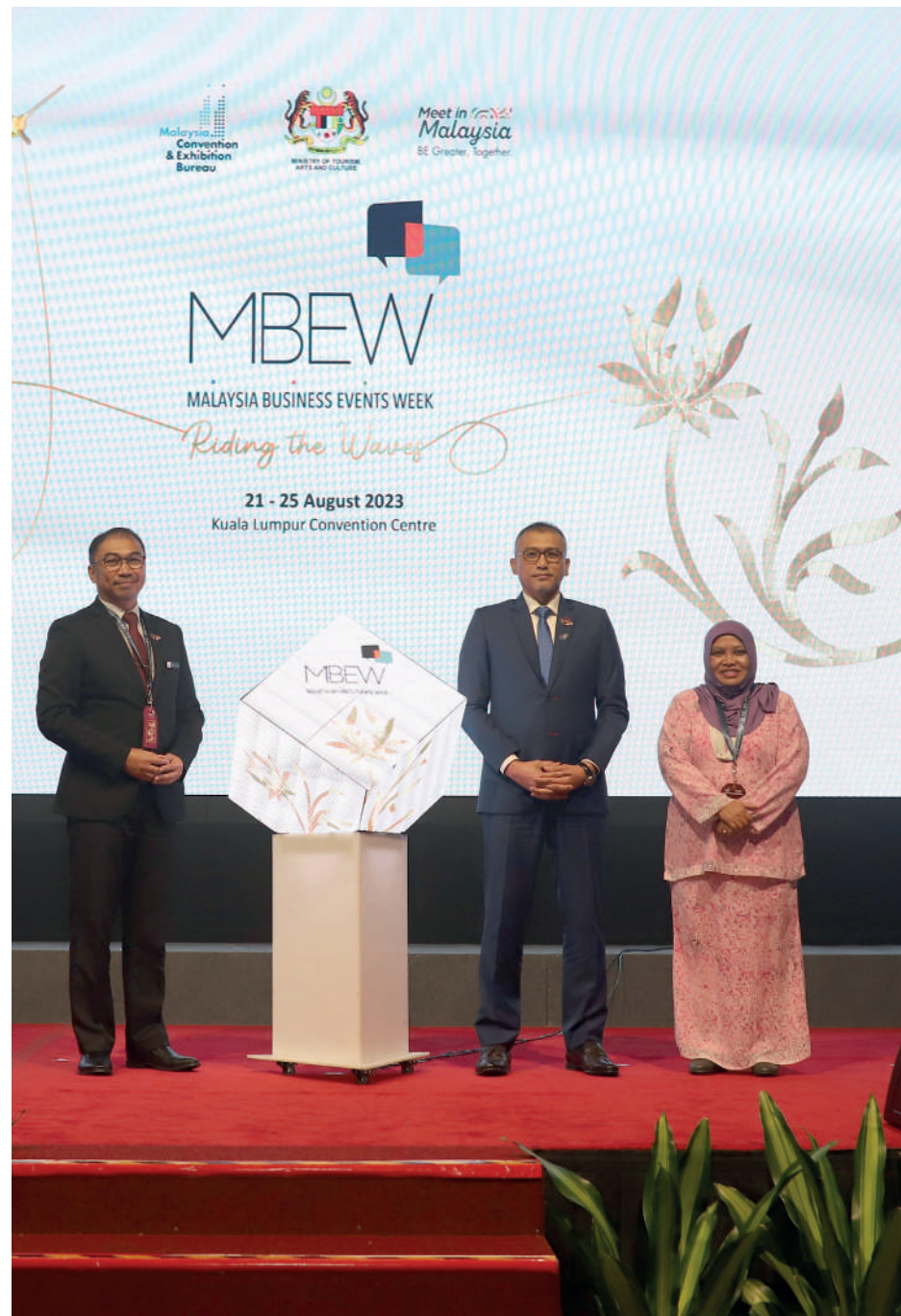
- Cultivating integrity practices and avoiding integrity misconduct by MyCEB employees as well as stakeholders in the delivery of MyCEB's services.
- Developing and improving good governance management system.



THE NEED TO DEVELOP MYCEB ANTI-CORRUPTION PLAN

In line with the implementation of the National Anti-Corruption Plan (NACP), each agency under the Ministry of Tourism, Arts and Culture (MOTAC) is required to prepare a roadmap document to prevent and eradicate corruption, increase integrity level and streamline organisational governance. The development of the MyCEB OACP is a mandatory initiative under Strategy 2: Strengthening the Efficiency of Public Service Delivery and Strategy 6: Fostering Good Governance in Corporate Entities.

As the main agency in the business events industry under the management of MOTAC, MyCEB often deals with organisers in the business events industry to manage the granting of grants and incentives. Weaknesses related to integrity and governance and the existence of corruption will affect the main activities related to the core of MyCEB, thus giving a bad image to the organisation. The direction of MyCEB OACP is hoped to create an appropriate anti-corruption plan to deal with issues raised in the NACP.



OACP BACKGROUND

MyCEB has developed an Organisational Anti-Corruption Plan (OACP) based on the National Anti-Corruption Plan (NACP) 2019 – 2023, which was launched on 29 January 2019. MyCEB OACP is an anti-corruption document to address problems and weaknesses in governance, integrity and anti-corruption in MyCEB. This document contains comprehensive action plans and initiatives to combat corruption, improve work culture with integrity and good governance in the organisation, specifically MyCEB.

In collaboration with the Malaysian Institute of Integrity (IIM), MyCEB has implemented an OACP Development Workshop together with OACP Committee Members and successfully identified risks related to corruption, governance and integrity as well as an action plan to deal with the risks. MyCEB OACP will be implemented over a period of five (5) years from 2023 - 2027, focusing on three (3) main strategies namely:





CULTRA
CAMERON ULTRA
2023

START

UTMB INDEX

CULTRA
CAMERON ULTRA

navawhite
Rocknroll



ISSUES AND CHALLENGES IN DEALING WITH CORRUPTION

CHAPTER

2

SCENARIO OF INTEGRITY MISCONDUCT, WEAKNESS IN GOVERNANCE AND CORRUPTION IN MyCEB (DATA ANALYSIS CONCLUSION)



The Development of MyCEB OACP is based on information obtained during the OACP Development Workshop. Through the workshops conducted, a variety of information was analysed to determine the risks and areas that each division and unit should focus on within five (5) years. Information sources obtained include information from the Auditor General's Report 2016 and 2022, MyCEB's internal investigation, input from staff engagement sessions and top management officers as well as MyCEB's future risk scenarios.

MyCEB has implemented Corruption Risk Assessment (CRA) to identify risks related to governance, integrity and anti-corruption that will affect service delivery and the organisation's image. It was implemented during the MyCEB OACP and CRA Development Workshop which was carried out in stages from 5 January 2023 to 21 March 2023.

Issues and challenges faced by MyCEB in ensuring that corruption, governance and integrity are dealt with effectively have been identified through a risk management assessment and various issues raised through several mediums such as meetings and established committees. This list of identified issues and challenges is not of immediate concern to MyCEB. However, it can still affect the delivery of services to customers and early action must be taken before it becomes serious.

Based on the CRA, among the main issues and challenges faced by MyCEB are:

Intervention From Stakeholders

Intervention from stakeholders and bureaucratic red tape can occur in the decision-making process, especially involving key processes in supplier selection, procurement and finance. This is due to parties with personal interests that can create pressure on staff or the established committees. The effect of this intervention may cause staff to violate existing regulations.

Less Effective Use of Discretion

Ineffective use of discretion and less decisive action can cause prolonged violations of rules. This could have an impact on the agency's performance in the long term because an error was not prevented earlier. For example, violations of work SOPs committed by staff are often taken lightly by those in authority and not considered and acted upon.

Weak Integrity and Non-Compliance Practices

The lack of applying responsibility values and high integrity in performing daily tasks can lead to non-compliance and integrity problems occurring frequently in the department/unit. Disregarding time and neglecting tasks for personal interests can hinder effective service delivery and bring a bad perception to the organisation. This is due to staff not paying serious attention to issues and challenges related to integrity.

Lack of Knowledge, Effective Planning and Skills

Irregular planning can lead to repetition of work processes with varying results. In addition, insufficient knowledge and employee skills to carry out the process is also the reason for inefficient work flow implementation as well as weak internal control.

Limited Policy Adaptation

There are many new policies issued and highlighted by organisations in Malaysia. However, most organisations still do not adapt the existing policies with effective enforcement. This can open up space or opportunities to be exploited by staff or outside parties.

Ineffective Complaint Channels

Staff do not know the appropriate channels to report any issues and challenges leading to poor integrity practices. Therefore, staff do not report integrity issues and challenges that occur due to concerns about the effectiveness of the organisation's whistleblower protection policy to ensure identity security and protect the complainant's welfare.

PRIORITY AREAS AT RISK

Governance

Governance includes the management of administrative affairs, managing and regulating the policies or functions of an organisation. In carrying out its organisational functions and goals, good governance can guide and convince its stakeholders to follow laws, regulations and good ethical values in management. This includes the management of Board Members and organisational information. Organisations need to take a more systematic and practical approach and develop appropriate policies in managing administration. Failure to adhere to the principles of good governance can lead to the risk of financial loss, tarnishing the organisation's image and not achieving the organisation's goals and objectives.

Corporate Services

Corporate Services involves a system of rules, practices and administrative processes for a corporate organisation to be regulated and managed prudently. The aim of corporate service is to ensure that the organisation operates by ensuring the efficient use of provisions and considering the interests of all parties. This includes administration, procurement, finance, human resources and information technology.

Industry Engagement

Every year, MyCEB receives a number of allocations, which are used for awarding grants, which is part of the organisation's main activities. Awarding of this grant involves a large financial allocation for each application from a qualified organiser, based on the criteria set by the organisation. Therefore, this matter needs to be managed efficiently, effectively and with integrity to avoid leakage. Industry engagement is the main area, which includes the process of considering applications, making grant award decisions as well as monitoring and regulating application payments to successful applicants. In addition, this field also involves the bidding process where MyCEB will manage bidding services with industry players and potential organisers at an international level. During the implementation of this activity, MyCEB as the main agency of the business events industry, needs to ensure that it can be managed well, competently and according to the requirements of MyCEB stakeholders.

STRATEGIES AND STRATEGIC OBJECTIVES

PRIORITY AREA: GOVERNANCE

STRATEGY 1: CULTIVATING GOOD GOVERNANCE

- Strategic Objective 1.1 : Improving Governance
Strategic Objective 1.2 : Strengthening Awareness of Good Governance, Integrity and Anti-corruption
-

PRIORITY AREA: CORPORATE SERVICES

STRATEGY 2: STRENGTHENING THE EFFICIENCY OF CORPORATE SERVICES DELIVERY

- Strategic Objective 2.1 : Strengthening Corporate Services Document Management
Strategic Objective 2.2 : Increasing Efficiency and Transparency in Procurement and Administration
Strategic Objective 2.3 : Strengthening Human Capital Development
Strategic Objective 2.4 : Strengthening and promoting Integrity in Recruitment and Promotion
-

PRIORITY AREA: INDUSTRY ENGAGEMENT

STRATEGY 3: ENGINEERING INDUSTRY ENGAGEMENT

- Strategic Objective 3.1 : Strengthening Transparency in Approval and Management of Subsidy Fund
Strategic Objective 3.2 : Strengthening Transparency in Approval of Event Support
Strategic Objective 3.3 : Improving Efficiency and Effectiveness of Project Management
-

FRAMEWORK
SUMMARY OF
MYCEB OACP
2023 - 2027



SUMMARY OF MyCEB ACTION PLAN

Priority Areas	Strategic Objectives		Initiative
Governance	Strategic Objective 1.1	Improving Governance	13
	Strategic Objective 1.2	Strengthening Awareness of Good Governance, Integrity and Anti-corruption	16
	TOTAL		29
Corporate Services	Strategic Objective 2.1	Strengthening Corporate Services Document Management	6
	Strategic Objective 2.2	Increasing Efficiency and Transparency in Procurement and Administration	10
	Strategic Objective 2.3	Strengthening Human Capital Development	12
	Strategic Objective 2.4	Strengthening And Promoting Integrity in Recruitment and Promotion	4
	TOTAL		32
Industry Engagement	Strategic Objective 3.1	Strengthening Transparency in Approval and Management of Subsidy Fund	4
	Strategic Objective 3.2	Strengthening Transparency in Approval of Event Support	3
	Strategic Objective 3.3	Improving Efficiency and Effectiveness of Project Management	17
	TOTAL		24
TOTAL AMOUNT			85

QUADRANT-BASED OACP ACTION PLAN

A quadrant analysis was carried out by the committee, in which a total of 85 initiatives were identified and all initiatives will be prioritised based on analysis of the impact level and positive results achieved as well as the complexity of their implementation.



Initiatives that are based on the three (3) identified strategies will be prioritised. This is due to their high impact on the organisation as well as MyCEB's ability to implement them within the time period that has been identified.

Initiative No.	Initiative	Quadrant
1.1.1	Conducting quality management and anti-corruption system audits.	A
1.1.2	Conducting planning and management training.	A
1.1.4	Developing Public Relations SOPs and others related to unit functions.	A
1.1.7	Improving checklist by requiring documents to be screened and reviewed by two different Staff - Knight Appointment and IPP.	A
1.1.8	Improving SOPs related to the appointment of independent Board Members.	A

Initiative No.	Initiative	Quadrant
1.1.10	Creating a check and balance system for the data entry process by Officers verified by the Division Director.	A
1.1.11	Monitoring - Providing review reports and payment updates periodically to the Management.	A
1.1.12	Creating Digital Signature SOPs to improve service efficiency.	A
1.2.1	Organising Governance Briefing and Procurement Governance for Top Management.	A
1.2.2	Requiring Top Management to sign an Integrity Pact periodically (quarterly).	A
1.2.3	Providing Top Management with leadership and awareness programme training related to the MACC Act.	A
1.2.5	Organising an Integrity Pledge Programme for Top Management.	A
1.2.6	Improving the Integrity Pledge Programme - including elements of information leakage.	A
1.2.7	Organising an awareness programme related to integrity, ethics and governance and noble values.	A
1.2.8	Conducting awareness briefing on whistleblowing.	A
1.2.10	Conducting secretarial, governance and governance related training for Board of Directors Members.	A
1.2.11	Dissemination of messages related to information leakage to external parties.	A
1.2.12	Organising a workshop related to the Information Protection Act for all MyCEB Staff.	A
1.2.13	Revising the existing disciplinary action for the offense of not being present on duty without permission or on duty outside the Area without permission.	A
1.2.14	Creating an Anti-Corruption Policy by including the following elements: i. Facilitation payment. ii. Diligence / due diligence.	A

Initiative No.	Initiative	Quadrant
1.2.15	Implementation of claims-related training for all Staff.	A
2.1.1	Training on PRPP (Purchase Request and Project Proposal) template usage.	A
2.1.5	Improving access control of reports and information available in the CRM system.	A
2.1.6	Preparing a technical bank for the reference of all units.	A
2.2.3	Conducting cross-checking to ensure document validity of sick leave certificate etc.	A
2.2.5	Empowering the monitoring mechanism for every claim made by Officers.	A
2.2.8	Conducting training on awareness of existing Procurement and Finance SOPs.	A
2.2.9	Taking surcharge / punitive action on Staff involved in travel claim irregularities / offences.	A
2.2.10	Periodic monitoring should be carried out by top supervisors in asset management and tagging.	A
2.3.1	Awareness programme training related to the MACC Act 2009, including corruption, alliances and failure to report corruption.	A
2.3.2	Conducting integrity, governance and anti-corruption training for all MyCEB Staff.	A
2.3.3	Training to strengthen procurement management.	A
2.3.4	Regular training on the use of the CRM access system.	A
2.3.6	Conducting training for public communication.	A
2.3.9	Increasing awareness of the importance of solidarity and group work, teambuilding session.	A

Initiative No.	Initiative	Quadrant
2.3.10	Planning and management training.	A
2.3.11	Sending Officers to attend asset management training.	A
2.4.1	Creating an Anti-Interference Policy by considering to include clauses related to staff recruitment, approval for top management recruitment, direct appointment, establishment of committees to change decisions, payment process, evaluation process and application process.	A
2.4.2	Improving existing processes by appointing neutral and disinterested committees.	A
2.4.3	Revising existing SOPs by including elements of declaration of conflict of interest, termination of service and Anti-Interference Policy.	A
2.4.4	Improving human resources SOPs by including: i. Due diligence. ii. Declaration of conflict of interest by candidates and interviewers.	A
3.1.2	Training related to the bidding process with Industry Players.	A
3.1.3	Improving checklist by requiring documents to be screened and reviewed by two different staff (reimbursement).	A
3.1.4	Monitoring – i. Updating reports of unsuccessful applications periodically to the Management. ii. Follow-up action to get the organiser's signature on the subsidy agreement.	A
3.2.1	Improving SOPs by setting a time frame for the approval of event support programme.	A
3.2.3	Creating a blacklist and withdrawing funding support for IPPs/ promoters who make threats and false claims.	A
3.3.2	Carrying out training on procedures related to the agreement - Special Project.	A
3.3.5	Cross-checking every quarter (quarter)-CRM for Convention Sales.	A

Initiative No.	Initiative	Quadrant
3.3.6	Cross-checking every quarter (quarter)-CRM for Capability Engagement.	A
3.3.7	Improving SOPs by including cross-checking mechanisms in risk activities related to project management.	A
3.3.8	Conducting training on existing SOPs awareness.	A
3.3.9	Creating a blacklist list for IPPs who do not carry out their duties satisfactorily.	A
3.3.16	Creating a merit system on the list of suppliers.	A
3.3.17	Creating a monitoring system - Project Management SOPs compliance.	A
3.3.10	Developing an e-approval system in the CRM for gift-giving record.	A
3.3.11	Improving the SOPs for project status reporting (reason for bid failure).	A
3.3.12	Improving the SOPs required for recording date of application.	A
3.3.14	Evaluating and reviewing bidding strategies on a regular basis.	A
3.3.15	Improving procedures and tightening disciplinary actions.	A
1.1.3	Developing an Anti-Interference Policy/ rule based on the Public Service Act.	B
1.1.5	Improving the Whistleblower Policy according to ISO 37002 standards and other requirements. Also, to include the following elements in the developed policy; bribery payments, direct appointment practices, abuse of power, threats, channels for outside parties to report Staff misconduct.	B

Initiative No.	Initiative	Quadrant
1.1.6	Improving the code of conduct related to integrity- Embezzlement, receipt of cash, disclosure of information and bribery payments.	B
1.1.9	Establishing a policy for accepting gifts, donations and hospitality.	B
1.1.13	Running the Integrity Assessment Tools Program.	B
1.2.4	Holding talks on integrity- intervention in management.	B
1.2.9	Conducting training related to awareness of classified information leakage and cyber security.	B
2.2.1	Issuing warning to Staff who violate quotation/ tender procedures.	B
2.2.6	Improving Procurement Procedures – i. Scoring sheet ii. Disclosure of Tender Information iii. Clause justification element in SOPs iv. Termination of contract or service v. Appointment of a replacement committee vi. Declaration of conflict of interest including friends, family members and so on. vii. Enforcement of existing SOPs to ensure no repeat cases. viii. Due diligence. ix. Approval from the CEO only for ad hoc projects.	B
2.2.7	Improving SOPs by including cross-checking mechanisms – Logbook of cheque receipts, monitoring all travel claims made by Staff by clarifying the claim period.	B
2.3.7	Enforcing disciplinary action on Staff who leak information.	B
2.3.12	Creating internal expertise capacity so as not to depend on consultants.	B
3.2.2	Improving the SOPs for refund proof receipt after the event.	B
3.3.1	Introductory training for new Staff for corporate incentives.	B

Initiative No.	Initiative	Quadrant
3.3.3	Carrying out training on procedures related to the agreement - Convention and Exhibition.	B
3.3.13	Improving the Event Facilitation SOPs – i. Issuing warning to the organisers. ii. Cross-checking between Event Facilitation and the Finance Unit regarding reimbursement documents.	B
1.2.16	Registration of MyCEB Board of Directors and Top Management Members for training in SSM (e-Comtrac)	C
2.1.2	Conducting document management training.	C
2.1.3	Improving SOPs - Accounting System by detailing account codes.	C
2.1.4	Improving SOPs for credit card usage.	C
2.2.2	Implementing an awareness programme related to Human Resource SOPs.	C
2.2.4	Empowering SOPs - Accepting cashless payments during company events and any payment mechanism.	C
2.3.5	Training on inventory and property management.	C
2.3.8	General memo on credit card usage procedures to all Staff regarding the maximum limit and usage purposes.	C
3.1.1	Improving SOPs- Conducting cross-checking of agreement documents.	C
3.3.4	Implementing an awareness programme related to Sales Exhibition SOPs.	C

ACTION PLAN
PRIORITY AREA: GOVERNANCE

STRATEGY 1		Cultivating Good Governance		
STRATEGIC OBJECTIVE 1.1		Improving Governance		
INITIATIVE NO.	INITIATIVE	IMPLEMENTOR	DURATION	
1.1.1	Conducting quality management and anti-corruption system audits.	IA	5 Years (2023 - 2027)	
1.1.2	Conducting planning and management training.	IU	1 Year (2023)	
1.1.3	Developing an Anti-Interference Policy/ policy based on the Public Service Act.	S&L	2 Years (2023 - 2024)	
1.1.4	Developing Public Relations SOPs and others related to unit functions.	MID	2 Years (2023 - 2024)	
1.1.5	Improving the Whistleblower Policy according to ISO 37002 standards and other requirements. Also, to include the following elements in the developed policy: bribery payments, direct appointment practices, abuse of power, threats, channels for outside parties to report Staff misconduct.	IU	5 Years (2023 - 2027)	
1.1.6	Improving the code of conduct related to integrity- Embezzlement, receipt of cash, disclosure of information and bribery payments.	1. IU 2. HRA	1 Year (2023)	

STRATEGY 1		Cultivating Good Governance	
STRATEGIC OBJECTIVE 1.1		Improving Governance	
INITIATIVE NO.	INITIATIVE	IMPLEMENTOR	DURATION
1.1.7	Improving checklist by requiring documents to be screened and reviewed by two different Staff - Knight Appointment and IPP.	CAP	1 Year (2023)
1.1.8	Improving SOPs related to the appointment of independent Board Members.	S&L	2 Years (2023 - 2024)
1.1.9	Establishing a policy for accepting gifts, donations and hospitality.	IU	2 Years (2023 - 2024)
1.1.10	Creating a check and balance system for the data entry process by Officers verified by the Division Director.	MID	2 Years (2023 - 2024)
1.1.11	Monitoring - Providing review reports and payment updates periodically to the Management.	EF	1 Year (2023)
1.1.12	Creating Digital Signature SOPs to improve service efficiency.	Administration	1 Year (2023)
1.1.13	Running the Integrity Assessment Tools Programme.	IU	3 Years (2023 - 2025)

PRIORITY AREA: GOVERNANCE

STRATEGY 1		Cultivating Good Governance	
STRATEGIC OBJECTIVE 1.2		Strengthening Awareness of Good Governance, Integrity and Anti-corruption	
INITIATIVE NO.	INITIATIVE	MPLEMENTOR	DURATION
1.2.1	Organising Governance Briefing and Procurement Governance for Top Management.	Procurement	1 Year (2023)
1.2.2	Requiring Top Management to sign an Integrity Pact periodically (quarterly).	IU	5 Years (2023 - 2027)
1.2.3	Providing Top Management with leadership and awareness programme training related to the MACC Act.	IU	5 Years (2023 - 2027)
1.2.4	Holding talks on integrity- intervention in management.	IU	5 Years (2023 - 2027)
1.2.5	Organising an Integrity Pledge Programme for the Top Management	IU	5 Years (2023 - 2027)
1.2.6	Improving the Integrity Pledge Programme - including elements of information leakage.	IU	5 Years (2023 - 2027)
1.2.7	Organising an awareness programme related to integrity, ethics and governance and noble values.	IU	5 years (2023 - 2027)
1.2.8	Conducting awareness briefing on whistleblowing.	IU	5 years (2023 - 2027)

STRATEGY 1		Cultivating Good Governance	
STRATEGIC OBJECTIVE 1.2		Strengthening Awareness of Good Governance, Integrity and Anti-corruption	
INITIATIVE NO.	INITIATIVE	MPLEMENTOR	DURATION
1.2.9	Conducting training related to awareness of classified information leakage and cyber security.	IU	5 years (2023 - 2027)
1.2.10	Conducting secretarial, governance and governance related training for Board of Directors Members.	S&L	2 Years (2023 - 2024)
1.2.11	Dissemination of messages related to information leakage to external parties.	IU	5 Years (2023 - 2027)
1.2.12	Organising a workshop related to the Information Protection Act for all MyCEB Staff.	HRA	5 Years (2023 - 2027)
1.2.13	Revising the existing disciplinary action for the offense of not being present on duty without permission or on duty outside the area without permission.	HRA	1 Year (2023)
1.2.14	Creating an Anti-Corruption Policy by including the following elements: i. Facilitation payment. ii. Diligence / due diligence.	IU	5 Years (2023 - 2027)
1.2.15	Implementation of claims-related training for all Staff.	HRA	5 Years (2023 - 2027)
1.2.16	Registration of MyCEB Board of Directors and Top Management Members for training in SSM (e-Comtrac)	S&L	1 Year (2023)

PRIORITY AREA: CORPORATE SERVICES

STRATEGY 2		Strengthening the Efficiency of Corporate Services Delivery	
STRATEGIC OBJECTIVE 2.1		Strengthening Corporate Services Document Management	
INITIATIVE NO.	INITIATIVE	IMPLEMENTOR	DURATION
2.1.1	Training on PRPP (Purchase Request and Project Proposal) template usage.	Procurement	1 Year (2023)
2.1.2	Conducting document management training.	HRA	5 Years (2023 - 2027)
2.1.3	Improving SOPs - Accounting System by detailing account codes.	Finance	1 Year (2023)
2.1.4	Improving SOPs for credit card usage.	Finance	1 Year (2023)
2.1.5	Improving access control of reports and information available in the CRM system.	MID	1 Year (2023)
2.1.6	Preparing a technical bank for the reference of all units.	Procurement	5 Years (2023 - 2027)

STRATEGY 2		Strengthening the Efficiency of Corporate Services Delivery	
STRATEGIC OBJECTIVE 2.2		Increasing Efficiency and Transparency in Procurement and Administration	
INITIATIVE NO.	INITIATIVE	IMPLEMENTOR	DURATION
2.2.1	Issuing warning to Staff who violate quotation/ tender procedures.	IU	5 Years (2023 - 2027)
2.2.2	Implementing an awareness programme related to Human Resources SOPs.	HRA	5 Years (2023 - 2027)
2.2.3	Conducting cross-checking to ensure document validity.	HRA	1 Year (2023)
2.2.4	Empowering SOPs – Accepting cashless payments during Company events and any payment mechanism.	Finance	1 Year (2023)
2.2.5	Empowering the monitoring mechanism for every claim made by Officers.	HRA	2 Years (2023 - 2024)
2.2.6	Improving Procurement Procedures – i. Scoring sheet ii. Disclosure of Tender Information iii. Clause justification element in SOPs iv. Termination of contract or service v. Appointment of a replacement committee vi. Declaration of conflict of interest including friends, family members etc. vii. Enforcement of existing SOPs to ensure no repeat cases. viii. Due diligence. ix. Approval from the CEO only for ad hoc projects.	Procurement	1 Year (2023)

STRATEGY 2		Strengthening the Efficiency of Corporate Services Delivery	
STRATEGIC OBJECTIVE 2.2		Increasing Efficiency and Transparency in Procurement and Administration	
INITIATIVE NO.	INITIATIVE	IMPLEMENTOR	DURATION
2.2.7	Improving SOPs by including cross-checking mechanisms – Logbook of cheque receipts, monitoring all travel claims made by Staff by clarifying the claim period.	Finance	1 Year (2023)
2.2.8	Conducting training on awareness of existing Procurement and Finance SOPs.	1. Procurement 2. Finance	5 Years (2023 - 2027)
2.2.9	Taking surcharge / punitive action on Staff involved in travel claim irregularities / offences.	HRA	1 Year (2023)
2.2.10	Periodic monitoring should be carried out by top supervisors in asset management and tagging.	Administration	2 Years (2023 - 2024)

STRATEGY 2		Strengthening the Efficiency of Corporate Services Delivery	
STRATEGIC OBJECTIVE 2.3		Strengthening Human Capital Development	
INITIATIVE NO.	INITIATIVE	IMPLEMENTOR	DURATION
2.3.1	Awareness programme training related to the MACC Act 2009, including corruption, alliances and failure to report corruption.	IU	5 Years (2023 - 2027)
2.3.2	Conducting integrity, governance and anti-corruption training for all MyCEB Staff.	IU	5 Years (2023 - 2027)
2.3.3	Training to strengthen procurement management.	Procurement	5 Years (2023 - 2027)

STRATEGY 2		Strengthening the Efficiency of Corporate Services Delivery	
STRATEGIC OBJECTIVE 2.3		Strengthening Human Capital Development	
INITIATIVE NO.	INITIATIVE	IMPLEMENTOR	DURATION
2.3.4	Regular training on the use of the CRM access system.	MID	1 Year (2023)
2.3.5	Training on inventory and property management.	HRA	1 Year (2023)
2.3.6	Conducting training for public communication.	MID	5 Years (2023 - 2027)
2.3.7	Enforcing disciplinary action on Staff who leak information.	HRA	5 Years (2023 - 2027)
2.3.8	General memo on credit card usage procedures to all Staff regarding the maximum limit and usage purposes.	Finance	1 Year (2023)
2.3.9	Increasing awareness of the importance of solidarity and group work, teambuilding session.	HRA	5 Years (2023 - 2027)
2.3.10	Planning and management training.	Procurement	1 Year (2023)
2.3.11	Sending Officers to attend asset management training.	HRA	1 Year (2023)
2.3.12	Creating internal expertise capacity so as not to depend on consultants.	HRA	5 Years (2023 - 2027)

STRATEGY 2		Strengthening the Efficiency of Corporate Services Delivery	
STRATEGIC OBJECTIVE 2.4		Strengthening and Promoting Integrity in Recruitment and Promotion	
INITIATIVE NO.	INITIATIVE	IMPLEMENTOR	DURATION
2.4.1	Creating an Anti-Interference Policy by considering to include clauses related to staff recruitment, approval for top management recruitment, direct appointment, establishment of committees to change decisions, payment process, evaluation process and application process.	IU	1 Year (2023)
2.4.2	Improving existing processes by appointing neutral and disinterested committees.	HRA	1 Year (2023)
2.4.3	Revising existing SOPs by including elements of declaration of conflict of interest, termination of service and Anti-Interference Policy.	HRA	1 Year (2023)
2.4.4	Improving human resources SOPs by including: <div><div>i. Due diligence.</div><div>ii. Declaration of conflict of interest by candidates and interviewers.</div></div>	HRA	1 Year (2023)

PRIORITY AREA: INDUSTRY ENGAGEMENT

STRATEGY 3 Engineering Industry Engagement			
STRATEGIC OBJECTIVE 3.2 Strengthening Transparency in Approval of Event support			
INITIATIVE NO.	INITIATIVE	IMPLEMENTOR	DURATION
3.2.1	Improving SOPs by setting a time frame for the approval of event support programme.	C&E	1 Year (2023)
3.2.2	Improving the SOPs for proof receipt of refund after the event.	Finance	1 Year (2023)
3.2.3	Creating a blacklist and withdrawing funding support for IPPs/ promoters who make threats and false claims.	1. SC 2. EF 3. CAP	1 Year (2023)

STRATEGY 3 Engineering Industry Engagement			
STRATEGIC OBJECTIVE 3.3 Improving Efficiency and Effectiveness of Project Management			
INITIATIVE NO.	INITIATIVE	IMPLEMENTOR	DURATION
3.3.1	Introductory training for new Staff for corporate incentives.	C&I	5 Years (2023 - 2027)
3.3.2	Carrying out training on procedures related to the agreement - Special Project.	SP	5 Years (2023 - 2027)
3.3.3	Carrying out training on procedures related to the agreement - Convention and Exhibition.	C&E	5 Years (2023 - 2027)

STRATEGY 3		Engineering Industry Engagement		
STRATEGIC OBJECTIVE 3.3		Improving Efficiency and Effectiveness of Project Management		
INITIATIVE NO.		INITIATIVE	IMPLEMENTOR	DURATION
3.3.4	Implementing an awareness programme related to Sales Exhibition SOPs.		SE	5 Years (2023 - 2027)
3.3.5	Cross-checking every quarter (quarter)-CRM for Sales Convention.		SC	5 Years (2023 - 2027)
3.3.6	Cross-checking every quarter (quarter)-CRM for Capability Engagement.		CAP	5 Years (2023 - 2027)
3.3.7	Improving SOPs by including cross-checking mechanisms in risk activities related to project management.		ISE	2 Years (2023 - 2024)
3.3.8	Conducting training on existing SOPs awareness.		S&L	1 Year (2023)
3.3.9	Creating a blacklist for IPPs who do not carry out their duties satisfactorily.		CAP	1 Year (2023)
3.3.10	Developing an e-approval system in the CRM for gift-giving record.		MID	1 Year (2023)
3.3.11	Improving the SOPs for project status reporting (reason for bid failure).		Project Manager	5 Years (2023 - 2027)
3.3.12	Improving the SOPs required for recording date of application.		SC	1 Year (2023)

STRATEGY 3		Engineering Industry Engagement	
STRATEGIC OBJECTIVE 3.3		Improving Efficiency and Effectiveness of Project Management	
INITIATIVE NO.	INITIATIVE	IMPLEMENTOR	DURATION
3.3.13	Improving the Event Facilitation SOPs – Issuing warning to the organisers. Cross-checking between Event Facilitation and the Finance Unit regarding reimbursement documents.	EF	1 Year (2023)
3.3.14	Evaluating and reviewing bidding strategies on a regular basis.	SC	5 Years (2023 - 2027)
3.3.15	Improving procedures and tightening disciplinary actions.	HRA	1 Year (2023)
3.3.16	Creating a merit system on the list of suppliers.	1. CAP 2. EF 3. MID	1 Year (2023)
3.3.17	Creating a monitoring system - Project Management SOPs Compliance	IAU	2 Years (2023 - 2024)





MONITORING, EVALUATION AND IMPLEMENTATION

CHAPTER

3

INTEGRITY MONITORING, ASSESSMENT AND IMPLEMENTATION IN MALAYSIA

The monitoring, evaluation and implementation of integrity in Malaysia refers to efforts and initiatives undertaken by the government and other bodies to ensure integrity and excellence in the public and private sectors. There are several bodies and agencies in Malaysia that are responsible for implementing efforts and initiatives in controlling and monitoring integrity, including:

- 1. Malaysian Anti-Corruption Commission (MACC):** MACC is the body responsible for performing tasks related to the prevention, investigation and prosecution of corruption cases in Malaysia. This body is also responsible for monitoring activities in the public and private sectors to ensure integrity in the national administration.
- 2. Malaysia Institute of Integrity (IIM):** IIM is the body responsible for performing tasks related to the prevention, investigation and prosecution of corruption cases in Malaysia. This body is also responsible for monitoring activities in the public and private sectors to ensure integrity in the national administration.
- 3. Malaysian Anti-Fraud Agency (AAF):** AAF is the agency responsible for monitoring, preventing and managing fraud and irregularities in the banking and financial sector in Malaysia.
- 4. Anti-Corruption and Abuse Committee (JPPR):** JPPR is a committee formed under the Malaysian Ministry of Home Affairs to monitor and control activities related to corruption and abuse of power among members of the local authorities.
- 5. Integrity Assessment Council (MPI):** MPI is responsible for assessing integrity and excellence in the public and private sectors. This council develops evaluations and criteria to ensure organisations meet set integrity standards.

In an effort to ensure the success of integrity monitoring, evaluation and implementation in Malaysia, the government and the bodies involved work together in implementing programmes and initiatives to empower integrity and excellence in the public and private sectors. This includes implementing training and capacity building, raising awareness of the importance of integrity, as well as introducing regulations and legislation to monitor and control integrity.

Malaysia Convention & Exhibition Bureau (MyCEB) is responsible for carrying out precise monitoring, evaluation and implementation in line with the need to ensure that its organisation moves on the right track. This includes the entire organisation from top management to support staff and does not exclude external parties directly or indirectly involved with MyCEB.

MyCEB will play an important role in monitoring, evaluating, and implementing integrity because integrity is key in creating a healthy, productive, and efficient work environment. In this context, MyCEB's role includes:

Monitoring

MyCEB needs to monitor the procedures and work practices to ensure that there are no occurrences of activities that violate the integrity or processes. This monitoring can be done through direct supervision, document inspection, or reporting from the relevant parties.

Evaluation

MyCEB needs to examine and evaluate procedures and work practices in order to determine mechanisms that are in line with the set integrity standards. This assessment can be done by gathering relevant data and information such as periodic surveys of stakeholders and relevant officials.

Implementation

MyCEB needs to implement effective integrity programmes to ensure that every member of the organisation understands the importance of integrity in the work environment. This programme may include training, communication, and punishment for violators.

In devising initiatives to guarantee the successful implementation of integrity, MyCEB needs to ensure that all staff understand the importance of integrity, with a clear understanding to recognise and overcome situations that violate integrity. In addition, MyCEB shall provide support and appropriate action to officers who report or are involved in integrity violations, so as to create a safe and successful work environment.

MONITORING & EVALUATION MECHANISM

Division representatives who have been appointed in the MyCEB OACP Development Committee and the Integrity Unit need to monitor the plans related to their respective divisions. Monitoring activities carried out:

- Explaining the programme objectives to MyCEB employees;
- Matching initiatives with strategic objectives;
- Translating objectives into performance indicators;
- Comparing the initiative progress results against the targeted results;
- Discussing the challenges and constraints of implementing initiatives in the MyCEB OACP Development Committee Meeting;
- Reporting progress to the Integrity Unit, and subsequently reporting in the MyCEB JAR Meeting; and
- Providing regular feedback to MOTAC and also through the MOTAC JAR Meeting.

MyCEB OACP Development Committee members must monitor and ensure that the proposed initiatives can be implemented by the Implementation Division within the specified time period. The Action Plan Implementation Monitoring Form containing initiative progress information must be completed for the purpose of reporting to higher levels in the MyCEB JAR Meeting, and evaluated before moving to the MOTAC JAR Meeting.





IMPLEMENTATION MECHANISM

MyCEB's Anti-Corruption Committee (JAR) Meeting shall function as the main platform that receives reports, discusses, evaluates and makes decisions in the implementation of OACP initiatives as stated in item 6.1.8- YAB Prime Minister's Directive No. 1 Year 2018, Series 2 No. 1 Year 2019 – Implementation of the National Anti-Corruption Plan.

For the successful implementation of the MyCEB OACP, all MyCEB employees, Top Management, Officers, Industry Players and Stakeholders must render good cooperation and high commitment. Therefore, the MyCEB OACP Development Committee that was established to plan the MyCEB OACP must ensure that relevant parties under their respective divisions implement the plan that has been developed.

The MyCEB OACP Development Committee will monitor the performance of the initiative implementation and report to the MyCEB Integrity Unit before the information is provided and presented in the MyCEB JAR Meeting. MyCEB JAR will also identify the best solution for issues related to integrity, governance and corruption in MyCEB, and make important decisions in line with the interests of the organisation, which shall be presented during the MOTAC JAR Meeting.



CLOSING

CHAPTER

4

CONCLUSIONS AND FUTURE EXPECTATIONS

Malaysia Convention & Exhibition Bureau (MyCEB) welcomes and is highly committed to supporting the government's efforts in strengthening integrity, governance and developing an Organisational Anti-Corruption Plan (OACP) for a period of five years, from 2023 to 2027. Hopefully with this effort, problems and issues related to corruption, integrity and national governance can be addressed.



This plan also explains the coordination and monitoring mechanism to ensure that the OACP initiatives can be implemented as stipulated. The OACP also contains various initiatives that will be implemented as one of the efforts to curb the issue of corruption, integrity and organisational governance.

It is hoped that all the initiatives in this plan will serve as a guide and reference for all parties, and can be implemented with full commitment. This is also in line with the MyCEB OACP vision of “MyCEB moving towards becoming an organisation with integrity and free from corruption by practicing superior work culture with strong morals and ethics”.



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