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2016 was enormously successful in delivering the 55th ICCA Annual Congress, on an international platform. It is my pleasure to highlight that in 2017, the Borneo Convention Centre Kuching team continued to live up to their mission to deliver successful events and receive notable awards of excellence.

The profile of events over the year, and favorable customer satisfaction, placed BCCK in the frame to win additional awards in 2017 to add to its growing collection. Winning two industry defining national awards (rAWr Awards 2017) for International Conference Award for Excellence for hosting the 55th International Congress, and Purpose built Convention and Exhibition Centre Award for Excellence is recognized as significant.

BCCK can now position itself as a multiple award winning-national convention centre, with the quality tenets to deliver consistently on a global platform.

Delivering the 13th World Islamic Economic Forum (WIEF) and serving heads of state, VIPs and 2,000 delegates over three days provided the BCCK team and Kuching with a taste of the security and detail involved in hosting international events involving key dignitaries. The BCCK, through excellent leadership, coupled with courteous service delivery, produced a sterling event.

The Juh Sungkei di BCCK Ramadhan in-house annual event continues to elevate BCCK in the region as the local pioneer in defining excellent food at affordable prices. Giving back to the community and needy in the form of CSR projects remains a key BCCK driver. The kampong charm in 2017 attracted, over the period, close to 31,000 eager customers. BCCK’s rich themed interior décor, exceptionally good food and overall ambience made breaking fast at BCCK a local favorite.

The Board and BCCK team would like to extend our deepest appreciation to the tourism-related authorities in Sarawak and at the Federal level and all stakeholders for their immeasurable support which enables the BCCK to thrive as a contributor to making Sarawak a competitive second-tier business events destination.

The Board of Borneo Isthmus Development congratulates the BCCK team for another year of notable results. 2017 brought the Borneo Convention Centre Kuching (BCCK) to new heights as the Centre performed its best to date. Business growth greatly exceeded expectations and the BCCK team once again demonstrated their abilities to compete with their national peers.

Last but not least, the Board commends the team for their personal and continual engagement with the local communities through the various CSR programmes carried out throughout the year.
BCCK is what it is today and will become what it will be tomorrow under the passionate care of our directors.

**BOARD OF DIRECTORS**

BCCK is what it is today and will become what it will be tomorrow under the passionate care of our directors.

**Datuk Hajjah Raziah Mahmud-Geneid**
Chairman

**Tan Sri Datuk Amar Wilson Baya Dandot**
Director

**YM Dato’ Seri Tengku Zainal Adlin bin Tengku Mahamood**
Director

**Dato Steve Ng**
Director

**Dr Mohamadon Abdullah**
Executive Director
2017 has proved to be another rewarding year for Borneo Convention Centre Kuching. We continued leveraging off our massive marketing exposure globally since the staging of 55th ICCA Congress in 2016. BCCK is now certainly a well-respected player within the MICE industry locally and Internationally. Although we are a second-tier long haul destination we are aggressively mining for Association business and chasing all the other segments which feed BCCK’s bottom line.

We will continue to ensure that our packages and prices are well within an affordable range for all. Our inhouse events have been very successful with Juh Sungkei di BCCK Ramadhan leading in the Kuching Market, where we now have captured 51% of the market share in Kuching. However, there is still room for improvement and our team are aware of what needs to be done to ensure the momentum is maintained.

We have outperformed the set budgets for the year and to date it has been the most successful year of all. A very proud moment was the winning of 2 rAWr awards. These National awards affirmed that the MICE industry recognize what BCCK delivers and contributes. I am very proud to lead a team of dedicated management and staff who are willing to continuously learn and deliver excellent service standards.

The Client and Guest feedback rated BCCK 98% and 95% on service delivery against the target of 98% and 90% respectively. This is another excellent performance when compared to the global standard of 80% for both indexes.

I wish to express my deepest appreciation to the State Government of Sarawak led by YAB Datuk Patinggi (Dr) Abang Haji Abdul Rahman Zohari bin Tun Datuk Abang Haji Openg for their unwavering support to grow the MICE business in Sarawak. We appreciate the support from all the industry partners and role players, clients and media.

Lastly, I want to thank the Board of Directors of Borneo Isthmus Development Sdn Bhd and Ivory Success Sdn Bhd under the Chairmanship of Datuk Hajjah Raziah Mahmud-Geneid and Puan Hasmawati Sapawi respectively for their guidance and support given throughout the year. It is much appreciated.
“We have outperformed the set budgets for the year and to date it has been the most successful year of all. A very proud moment was the winning of 2 rAWr awards. These National awards affirmed that the MICE industry recognize what BCCK delivers and contributes.”

Eric van Piggelen
Chief Executive Officer

“We are proud of our 2017 financial performance. The BCCK team demonstrated great focus on service and commitment to our customers. We finished the year 2017 just as fired up as we started. We remain confident in our business strategies and are moving with speed to deliver better value to our customers, associates and shareholders in 2018.”

Joseph Chung
Chief Financial Officer

“Our key focus as a convention centre is to develop the destination and create economic impact. At the grass roots level, this involves persistent dialogue, sharing, challenging of the status quo, leading by example and persistence. Within Corporate Services, communication with our stakeholders, suppliers and community allows us the means to take steps to transform, and elevate the destination.”

Christopher Wan
Corporate Services Manager
ABOUT BORNEO CONVENTION CENTRE KUCHING
The Borneo Convention Centre Kuching (BCCK) is the first international purpose-built convention centre in Sarawak, Malaysia. Growing alongside Sarawak’s position as a captivating culture, adventure and nature destination on the exotic island of Borneo, the BCCK debuted in 2009, as a state initiative of the Sarawak Government to grow business tourism through the hosting of business events. To date, the BCCK has hosted close to 1,400 events and welcomed 1.7 million clients, delegates and visitors from various regions of the world. Situated on the Kuching Isthmus and ringed by the Sarawak River, the BCCK is approximately fifteen minutes’ drive from the city centre and twenty minutes’ drive from the Kuching International Airport.

Conceived and built with nature and a green theme in mind, the Centre’s structural designs were inspired by the rainforest trees of Borneo with a roof akin to the native ririk leaf. Fulfilling both form and function, the building showcases its distinctive interior and exterior architectural features designed to deliver BCCK’s business purpose as well as the Centre’s commitment to environmental sustainability and conservation.

The BCCK epitomises the progressive vision of the Sarawak Government to bring socio-economic progress to the state through new sources of growth. From its humble beginning, the BCCK is an exemplar in Malaysia of how a convention venue can rise to become an ambassador to promote its second-tier city. The Centre has received local, national and regional accolades for professional standards, innovation and best practices achieved within Malaysia’s business events industry, and for having the size and capabilities to handle the requirements of different conferences in a bespoke manner.
The International Conference Award for Excellence recognises BCCK’s highly successful hosting of the 55th ICCA Annual Congress (2016 ICCA Congress) from 13 to 16 November 2016. The Centre was hailed by the ICCA Secretariat for its impeccable planning and execution of the congress making it one of the best annual congresses in 29 years that the latter has organised and delivered to its members.

Attended by 834 ICCA members from 61 countries for four days of educational sessions, regional chapter meetings and business exchange opportunities as well as leisure pursuits, the local hosts (BCCK and the Sarawak Convention Bureau) fulfilled the promise to the ICCA Board in the 2013 winning bid, that is, to make the 2016 ICCA Congress an exemplar for other second-tier city ICCA members to emulate. Sarawak’s famed hospitality was attested by the levels of service and ready smiles experienced by the delegates at the BCCK. A post-congress survey conducted by ICCA favourably indicates the level of success Kuching achieved as the host city for the 2016 ICCA Congress. 89% of the attending ICCA members viewed their experience at the BCCK as being either excellent or very good in terms of quality of venue service.

Fuelled by their passion for their crafts, the BCCK team constantly strives to create and innovate, putting our Centre on a winning streak with a string of top awards.

The BCCK brought home the second Purpose Built Convention & Exhibition Centre Award for Excellence (below gross 15,000 sqm of total saleable space) in 2017 after scoring the first one in 2015. Among the criteria qualifying the BCCK for the award were certifications of management systems, HACCP and halal certifications, value-added innovations, consistent high client and guest satisfaction ratings for each and every event, etc.
With our sight set on competing on a global level, our mission is to deliver events of world-class standard. We firmly believe that our people are our greatest asset and are critical to the success of the business. The Centre has dedicated enormous attention and efforts over the years to be an employer of choice – from providing a conducive work environment to skill building/personal development and ensuring the general well-being of our staff.

The annual Malaysia Best Employer Brand Awards, hosted by the Employer Branding Institute, World HRD Congress and Stars of the Industry Group, recognise Malaysian organizations which are exemplary in human resource (HR) practices, using marketing communications effectively in attracting, retaining and developing talent, and in retention policy. Key criteria qualifying organisations for the awards include translating and combining vision with action with HR strategy, building line to meet HR strategy with business and cultivating competencies for the future to enable building the organisation to be future-ready.

The BCCK garnered a Malaysia Best Employer Brand Award on 24 April 2017, placing it among the top 50 employer brands in Malaysia in 2017.

**BCCK Bags Malaysia Best Employer Brand Award**

The BCCK garnered a Malaysia Best Employer Brand Award on 24 April 2017, placing it among the top 50 employer brands in Malaysia in 2017.

**BCCK Chefs Shine at World Harvest Festival Culinary Competition**

Three of BCCK’s chefs medalled two golds and two silvers at the World Harvest Festival Culinary Competition, 28 to 30 April 2017, at the Sarawak Cultural Village. The chefs’ participation in the competition was reflective of the Centre’s human capital management practice to nurture promising talent – creating opportunities for employees to develop their confidence and finesse to produce symbiotic relationships between the BCCK and employees. About 80 chefs from all over Sarawak participated in the three-day competition hosted by the Kuching Chefs Association.
WHAT WE DO TO DELIVER YOUR EVENT

Every stage of your event - from enquiry to materialisation - is accorded professional care and attention by the BCCK’s team members specialised in their respective fields of work.

**SALES RESPONSE**
A dedicated representative from our Sales Department ensures a complete follow-through on your event enquiry - from a sales proposal customised to your requirements and budget, to a license agreement for your confirmed event.

**EVENT PLANNING SERVICES**
Our Event Planning Services (EPS) Department takes over from the assigned sales representative once you have signed up to organise your event at the BCCK. A designated member of the EPS team communicates closely with you and coordinates with all the operation departments on your requirements, serving as the focal contact on every aspect of your event organisation – room configuration, ICT, audiovisual, food and beverage services, menu design, table setting, event programme, decor coordination, etc.

**FOOD & BEVERAGE SERVICES**
Our chefs, backed up by a well-trained culinary production team, possess a wealth of culinary experience in international, Western, Chinese, Malay and local cuisines. They know best how to tailor the menus to match your specific needs and budget. Working hand in hand with our Procurement Department, our chefs carefully determine the freshest and quality ingredients for your food and beverage requirements.

**ICT & AV TECHNICAL SERVICES**
Our Centre keeps abreast with and offers high performance presentation and communication technologies, in response to the technology needs of our clients. Well-versed ICT and audiovisual technical personnel are deployed for the setting up of your event’s technical requirements, and to assist you before and during your event.

**SAFETY & SECURITY**
The security of our guests is of paramount importance. Rest assured that you are in safe hands at the BCCK where our security team, with a wealth of experience gained from securing many high-profile events, guarantees you peace of mind.

**Best Practices and Innovations**
Quality service and customer experience are central to all the work that we do at the BCCK. Our best practices as well as innovation and creativity give our Centre the competitive edge in delivering quality service and great customer experience.

**ISO 9001:2015 Quality Management System**
**ISO 22000:2005 Food Safety Management System**
**Halal Certification**
**HACCP Certification**


We stay committed to our best practices with the maintenance of these international certifications, thereby assuring our clients of consistent service delivery. Continual improvements are high on the agendas of our quality management systems and our cross-functional team receives constant and up-to-date training which equips them to efficiently manage event delivery.

**Halal Certification**
The Halal certification features permanently as part of our best practices in assuring our customers that the food and beverages prepared in our kitchens and served in our banquet halls and The Raintree Restaurant meet the requirements of the Sarawak Islamic Council.
**JUH SUNGKEI DI BCCK - THE MAKING**

*Juh Sungkei di BCCK* (BCCK’s new sobriquet for its ninth Ramadhan buffet meaning “Let’s break fast at BCCK” debuts with fanfare amid a bold move in 2017 to redefine the annual Ramadhan feast. The 2017 edition of BCCK’s famed food bonanza is the Centre’s most colourful Ramadhan buffet to date. Visually drenched in kampung charm, 2017’s theme oozes a festive “balik kampung” (homecoming) mood, symbolising the yearly return of unswerving food fans intent on savouring the diverse flavours at BCCK’s biggest food event.

Creative juices started flowing in 2016 to breathe new life into an already iconic buffet – giving birth to a festival of food that tickles the five senses. The culinary production team proves their mettle by putting 152 food items on the table every night throughout. Décor, visuals/graphic works and audio-visual displays are deployed to the hilt to give a sense of occasion. Banquet set-up may seem like trivia but plays a crucial role to optimise available space for maximum guest comfort while catering for the growing crowd. Every single detail down to speed of check-in, guest security and directed parking is given meticulous attention. From the conception point up to the rollout of *Juh Sungkei di BCCK*, the creative and operations teams brainstormed constantly to marry the creative concept and floor operations resulting in a seamless experience for diners from the moment they check into BCCK.

2017’s buffet line and seating capacity extend beyond the Great Hall (the dining venue for the last eight Ramadhans). The Great Hall and Meeting Rooms 12, 13 and 14 combine to accommodate the growing numbers of diners which have increased by leaps and bounds since 2009 – from a headcount of below 10,000 to 31,000 in 2017.

The entire functional spaces on level two of the Centre is utilized – with a kampung-mode bazaar and equally kampung-styled photo booths spread out across the concourse. Other meeting spaces are used to showcase mock-ups of various meeting set-ups.
The pride of BCCK, The Raintree Restaurant (Malaysia Tatler – One of Malaysia’s Best Restaurants 2015 & 2016) exudes the essence of fine dining, confidently blending chic and tribal elements in its design. Amid the intimate ambience, the long expanse of its tall glass wall perfectly frames the panoramic view of the Sarawak River. Dining al fresco on the balcony overlooking the Centre’s verdant landscape is a breath of fresh air to mingle food, company and nature. The corner bar within provides reasonably private space, for friends and associates to linger over premium Italian coffees and fruit juices, or wind down with select wines and simple cocktails.
A seasonal in-house catering service, the BCCK Food Market is a dynamic set-up and takes place during major events which attract visitors from far and wide. The food market has been complementing exhibition events, catering to the palates of tens of thousands of patrons and also exhibitors with myriad flavours from different corners of the world.

A series of in-house creatives is injected into the BCCK Food Market in 2017 – three different murals on canvas, each 77 feet long, are showcased individually at the April and August editions of Perfect Livin and the November edition of Home Love. A feast of delicious eats and visual delight on every occasion, the sea of colours at the “Chinatown”, “Kampung” and “Garden Party” mural-themed BCCK Food Market lets patrons run wild with their imagination – the murals the backdrops for their fun, creative snapshots.
Valuing employee dedication, BCCK’s Long Service Awards celebrate individuals who have been with the company five years and beyond. To date, a total of 100 members of staff have earned their long service awards.

1. Leandro Apeck Anak Banga
2. Normala Norman Kipcha
3. Suzanne Sinatra Anak Linang
4. Alphonsus Anak Sala
5. Mohd. Huszaimi Bin Bujang Mashor
6. Ngu Ket Tsong
7. Eric Martin Van Piggelen

Staff development is a key priority – from in-house individual and team training to focused EQ programmes throughout 2017 – our people get the opportunities to learn new skills and develop personally and professionally.
A three-day full-scale firefighting training and drill exercise takes place on the BCCK premises from 15 to 17 August 2017 under the auspices of the Fire and Rescue Department (Bomba), Tabuan Jaya Fire Station. 50 members of staff participate in the training which provide them the basic knowledge and exposure to fighting fires at the workplace. The participants are assigned different roles during the fire drill. A fire and rescue scenario is created to familiarise the emergency response team (ERT) members and all staff members on the emergency procedure.
CONVENTIONS, CONFERENCES & CONGRESSES

International, regional and national conventions, conferences and congresses are arriving on Kuching’s shores and BCCK has successfully hosted delegates from varied associations and fields of professions. Professionals from the hospitality/tourism sectors, medical/dental fraternities, engineering/technical specialisations and education/continuing professional development are turning their attention to Kuching and the BCCK as a serious business tourism destination with a world-class convention venue.

International ICT Infrastructure and Digital Economy Conference Sarawak 2017 (IDECS 2017)
3–4 April 2017
1,550 persons
Client: Sarawak Centre of Performance Excellence (SCOPE)

PBB Welcome Dinner and PBB Special Convention 2017
5–6 May 2017
5,000 persons
Client (since 2013): Ibu Pejabat Parti Pesaka Bumiputera Bersatu

The 29th World Congress of The International Association for Suicide Prevention (IASP 2017) and The 21st Malaysian Conference of Psychological Medicine
18–22 July 2017
600 persons
Client: Malaysian Psychiatric Association
A meeting, talk or seminar of five persons or 5,000 delegates is accorded the exact professional, meticulous treatment from our event planning service, banqueting and culinary teams. Irrespective of the size, the organisation of all events is guided by consistent quality management principles practised by our Centre.

**Riway Leadership Training Seminar**
18 – 20 February 2017
1,700 persons
Client (since 2016): Riway Malaysia Sdn Bhd

**Seminar LEAN 2017**
8 March 2017
200 persons
Client (since 2014): Malaysia Productivity Corporation

**Kursus Induksi Khusus**
Jabatan Hutan Sarawak
14 – 16 February 2017
35 persons
Client (since 2015): Forest Department Sarawak
EXHIBITIONS

BCCK’s flexible concourse, Great Hall and meeting rooms accommodate all kinds of exhibition set-ups. Be it a stand-alone exhibition or convention/conference/congress-related exhibition, they receive full-fledged service from our Centre. Clients can opt for their own booth contractors or bundle booth construction in their event packages with our Centre.

“Friendly staff, excellent and very prompt service.”

Dayang Norlila Binti Awang Dolhan
Administration Manager
Tabung Ekonomi Gagasan Anak Bumiputera Sarawak

Sarawak Timber & SMEs Expo 2017
18 – 21 May 2017
500 persons
Client (since 2013): Sarawak Timber Industry Development Corporation (STIDC)

SCAT Fair 2017
3 – 5 March 2017
1,000 persons
Client (since 2012): Workforce Development Unit
A culinary powerhouse, BCCK’s culinary team has the capability to cater for banquets of all types up to 5,000 people buffet style. From tea-breaks to buffet luncheons, cocktail receptions, exhibition-related catering, wedding receptions and elaborate gala dinners, our banqueting and culinary teams are highly efficient in providing timely turnaround of set-ups to ensure seamless continuity of back-to-back functions in each event.

Tunku Putra International School - Charity Dinner
28 April 2017
310 persons
Client (since 2011): Tunku Putra International School
OFFSITE CATERING

We go the distance to provide our offsite clients value-for-money food and beverage service – the consistent quality service that they experience at our Centre.

Pre-event, our cross-functional team from the Sales, Event Planning, Culinary, Stewarding, Banqueting and Maintenance departments visit your event site armed with specialised knowledge to understand your catering requirements. Our specialised catering equipment and refrigerated truck make all the difference; our assurance of quality to your event.

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**Anugerah Khas Ketua Menteri Sarawak 2017**
- 3 November 2017
- 630 persons
- Client (since 2017): Yayasan Sarawak

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**Media Gathering Lunch**
- 24 October 2017
- 3,184 persons
- Client (since 2016): Saradise Sdn Bhd
IN-HOUSE EVENTS

Our highly-trained chefs are all out to make a statement with their delectable dishes for major festive occasions.

Chinese New Year Reunion Banquet – The Time-honoured Tradition to Embrace an Auspicious Beginning
From BCCK’s specialised Chinese kitchen, bountiful prosperity banquet dinners gather loved ones from near and far, as well as business associates, to renew ties during this season of homecoming and reunions. Indulgence in symbolic dishes of happiness, prosperity and abundance embodies the endowment of good blessings for the dawning lunar year.

Juh Sungkei di BCCK – A Buffet Beyond Imagination
The 2017 kampung-inspired Ramadhan buffet serves up an immersive experience of bottomless treats, verve, sights and sounds unrivalled in Kuching’s food scene. Some 31,000 diners (BCCK’s largest number to date) throng the 2017 edition of BCCK’s inimitable Ramadhan buffet.

Isthmus Christmas – A Season for Reflection and Appreciation
Wrapping up the year with a trove of ambrosial treats, BCCK’s *Isthmus Christmas* set lunches and dinner buffets let loved and dear ones celebrate the height of the holiday season, reflect on blessings past and look forward to a brand new year, all in the comfort of The Raintree Restaurant. The annual December smorgasbord resides in the hearts of many a food lover making the award-winning restaurant a top choice for dining come Yuletide.
The International ICT Infrastructure and Digital Economy Conference Sarawak (IDECS) 2017 was the first-of-its-kind international ICT conference in Sarawak. IDECS 2017 was Sarawak Chief Minister YAB Datuk Amar Abang Haji Abdul Rahman Zohari Bin Tun Datuk Abang Haji Openg’s launch pad to develop a sustainable digital economy in the state. IDECS 2017 brought forth the state government’s vision to make a strategic shift in the state’s economic transformation by embracing digital economy so as to keep up with the current global digital business trend.

The two-day conference featured 19 established speakers who are the leading experts in the field of digital economy. More than 30 exhibitors, either experts or actively utilising digital technologies in their businesses, participated in IDECS. Attracting more than 1,500 delegates, the attendees included senior civil servants, business leaders, young entrepreneurs, think tanks and university students.

The BCCK spoke to the IDECS 2017 organiser, Dr. Asleena Haji Helmi, Sarawak Centre of Performance Excellence Chief Executive Officer, to understand how the Centre had facilitated the organisation of this state-initiated event.

What were the deciding factors that led to BCCK being chosen as the venue for the aforementioned event?

As the leading MICE venue in the state, the BCCK is fully equipped to meet the needs of almost any style and size of event. Its unique “ririk leaf” roof design aptly symbolises elements from our rainforests. The BCCK is indeed the best venue for international conferences like IDECS and the like.
What was the most rewarding experience/aspect of the event?
The teamwork from everybody made the event a success and worthwhile.

How had BCCK helped your organisation in organising the event?
Being an official venue for major events for the State Government, BCCK officers were very professional in attending to all our requests.

How is BCCK different from other venues?
BCCK provides versatile areas and exclusive use of spaces — with multiple breakout rooms for small meetings and a great hall for massive gatherings of up to thousands.

Was there a particular incident/service which impressed your committee and yourself? If yes, please elaborate.
I would definitely recommend BCCK — the staff were very professional, friendly and knowledgeable. The options, layout and sizes of the rooms were great for our type of conference but would also work for a range of different types of conferences. There were also spaces for dinner and a drinks reception. The food was equally great.

If you could describe your event organising experience with BCCK in five words, what would they be?
Fun, hard work but great and worth it!

“The teamwork from everybody made the event a success and worthwhile”

Dr. Asleena Haji Helmi, Chief Executive Officer, Sarawak Centre of Performance Excellence
The International Biomass Conference Malaysia (IBCM) is an international annual event that congregates key industry players, technology and solution providers, scientists and leading biomass stakeholders to share insights, explore business opportunities and partnership models to move the agenda of the biomass industry forward. With the theme of ‘Biomass Industry Revolution 4.0: Innovation-led Bio-based Economy’, the 2017 conference aimed to provide a platform to connect the perspectives of regional and global biomass communities and discuss the key market issues.

The BCCK had a chat with the IBCM 2017 organiser, National Innovation Agency Malaysia Assistant Vice President Nasreen Khanum Nawab Khan, to find out how the Centre had assisted them in the organisation of this event.

**What were the deciding factors that led to BCCK being chosen as the venue for the aforementioned event?**

**Size:** apart from the Great Hall which is really impressive, BCCK’s various meeting rooms enabled us to hold concurrent breakout sessions.

**Flexibility:** in the organisation of any events, delays and unpredictable issues are the norm. The BCCK team had been very flexible and understanding during the process and they had been very accommodating. We simply enjoyed the best value for money hosting the event at BCCK.
Location: BCCK’s location in a peaceful area – away from the hubbub and yet not too far from the city centre – allowed the conference participants to focus on the conference during the day and enjoy the night activities downtown.

What was the most rewarding experience/aspect of the event?
We felt that BCCK was not just a service and venue provider; the staff were very much part of our organizing team and part of us.

How had BCCK helped your organisation in organising the event?
I have to salute the BCCK team at all levels as they displayed very high levels of professionalism throughout our event. You could really see everyone put in their utmost efforts, showing us that it was a privilege to serve us.

How is BCCK different from other venues?
The amount that we spent organising IBCM 2017 at BCCK was totally worth it. We received 200% level of service from the BCCK team.

If you could describe your event organising experience with BCCK in five words, what would they be?
Professional, smooth, fun, friendship, excellent.

“I have to salute the BCCK team at all levels as they displayed very high levels of professionalism throughout our event”
Nasreen Khanum Nawab Khan, Assistant Vice President, National Innovation Agency Malaysia
The 13th WIEF was hosted by the State Government of Sarawak. Organised by the WIEF Foundation, the three-day event gathered numerous leading global government leaders including senior government officials from the Sarawak State Government, captains of industries, academicians, regional experts, professionals, corporate managers, policymakers, innovators, business leaders and investors from around the world.

2017’s theme *Disruptive Change: Impact and Challenges* brought into focus the disruptive changes caused by technological advances – artificial intelligence (AI), blockchain, Internet of Things (IoT), and other medical and manufacturing technologies – which have transformed daily lives, created new opportunities and reshaped traditional industries, and continue to radically alter how things are done, how leadership is perceived, how businesses are run and how manpower is organised.

The 13th WIEF created a platform to discuss these burning issues, find solutions and develop initiatives to better prepare for the technological revolution that is going to change lives.

The BCCK spoke to the the WIEF organiser, Executive Director and Chief Financial Officer Jackie Mah, to understand how the Centre had eased their organisation of this all-important forum.

**What were the deciding factors that led to BCCK being chosen as the venue for the aforementioned event?**

Being the only leading convention centre in Kuching that has hosted some of Sarawak’s major international conferences and events, BCCK was able to accommodate our requirements in terms of space. This event was also a platform to showcase Kuching globally, offering BCCK as a world-class
convention centre and hub for future conventions, meetings, exhibitions and functions.

**What was the most rewarding experience/aspect of the event?**
The ambience of Sarawak’s cultural diversity was felt throughout the event, with presence of the Sarawak pavilions, local cuisines, handicraft displays, artistic performances and colourful displays of traditional costumes. Even the roof of BCCK is shaped in the form of a ‘ririk’ leaf, a rainforest plant that plays an important role in the local indigenous culture.

**How had BCCK helped your organisation in organising the event?**
The BCCK team was truly accommodating; they were always prepared to go beyond their means to accept negotiations on certain terms without compromising on the policies of the Centre.

**How is BCCK different from other venues?**
Due to its rainforest theme and oval architecture, the venue allows for all activities and programmes to be centred within one area. All participants had easy access to the halls and meeting rooms rendering the smooth flow of participants from one room to another.

The chefs and food and beverage team made extra efforts to perfect the menu- from the selection of the ingredients to presentation – to ensure that participants have the opportunity to taste the variety of local cuisines.

**Was there a particular incident/service which impressed your committee and yourself? If yes, please elaborate.**
We made a request for the washroom facilities located in the VIP holding room to be enhanced. The BCCK team made efforts to provide luxury toiletries for the comfort of VVIPs. Also, all washrooms within the Centre were kept very clean throughout the duration of the Forum.

**If you could describe your event organising experience with BCCK in five words, what would they be?**
Eventful experience, approachable and passionate team!
BCCK’S CORPORATE SOCIAL MISSION

We have long-standing relationships with various charitable bodies and reaching out to the less fortunate on special occasions and ordinary days is part and parcel of our commitment to our CSR initiatives.

Ramadhan comfort food shared: distribution of bubur lambuk
Teaming up with the Kuching Chefs Association to distribute bubur lambuk at Masjid Albyad, Matang Jaya during the Ramadhan month
19 June 2017

A charitable Ramadhan evening with The Honourable Chief Minister of Sarawak and wife
Hosting 70 children from the Rumah Kanak-Kanak Batu 12 at Juh Sungkei di BCCK Ramadhan Buffet graced by YAB Datuk Patinggi (Dr) Abang Haji Abdul Rahman Zohari Bin Tun Datuk Abang Haji Openg and wife Datin Patinggi Datin Patinggi Hajjah Juma’ani Tun Tuanku Haji Bujang
16 June 2017

Joint community outreach with SABATI
The BCCK supports Sarawak Badan Amal Tenaga Isteri-Isteri (SABATI)’s engagement with Sekolah Kebangsaan Pendidikan Khas (school for the blind), Matang Jaya via sponsorship of refreshments
9 November 2017

Partaking in SABATI’s Environmental Beautification Programme
The BCCK joins Sarawak Badan Amal Tenaga Isteri-Isteri (SABATI) or The Association of Wives of Ministers and Assistant Ministers of Sarawak and the Kuching North City Hall (DBKU) in their greening programme on The Isthmus. The Centre also sponsors venue and refreshments for the event
15 November 2017
Doing good with food surpluses
Food distribution to The Salvation Army Boys’ Home and Sarawak Cheshire Home in conjunction with the TEGAS Forum
14 October 2017

Joining the Sarawak Welfare Department to distribute food to Rumah Seri Kenangan, Desa Bina Diri, and Sekolah Tunas Bakti & Pusat Pemulihan Samarahan in conjunction with PBB Special Convention 2017
6 May 2017

Backing Malaysian AIDS Foundation’s noble efforts
The Malaysian AIDS Foundation launches its One-Stop Support Centre in Sarawak Teratak Tok Nan with BCCK’s support in the form of refreshments for VIPs and guests
23 May 2017

Christmas tree lighting ceremony and charity event
Making time for children from the Salvation Army Childrens’ Home and Boys’ home
18 December 2017
Support Facilities & Services

- 800 On-Site Parking Spaces
- Marshalling Yard
- Business Centre
- Restaurant
- VIP Suite
- Facilities for Outside Broadcast
- AV Control Rooms
- Boardroom
- Prayer Rooms
- Medical Room
- Bridal Room
- Media Room
- Dressing Room
- Registration Counters
- Organiser’s Office
- Coach Parking Facility
- Range of National, Regional and International Catering Options
- Category 6 Cabling throughout
- Wireless LAN
- Control Rooms in Auditoria & Major Function Halls
- Digital Audiovisual Facilities
- Client Support Centre Set-up
# CAPACITY CHART

<table>
<thead>
<tr>
<th>ROOM</th>
<th>TIERED SEATING</th>
<th>CLUSTER (TABLE FOR 10 Pax)</th>
<th>U-SHAPE (DOUBLE)</th>
<th>THEATRE</th>
<th>CLASSROOM</th>
<th>BANQUET (FOR SIT DOWN ONLY)</th>
<th>HOLLOW SQUARE</th>
<th>BOARDROOM</th>
<th>BUFFET</th>
<th>EXHIBITION (M X M)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hall A</td>
<td>408</td>
<td>420</td>
<td>300</td>
<td>920</td>
<td>504</td>
<td>420</td>
<td>372</td>
<td>396</td>
<td>320</td>
<td>48</td>
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<tr>
<td>Hall B</td>
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<td>360</td>
<td>196</td>
<td>660</td>
<td>312</td>
<td>360</td>
<td>300</td>
<td>306</td>
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<td>36</td>
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<tr>
<td>Hall C</td>
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<td>240</td>
<td>132</td>
<td>400</td>
<td>216</td>
<td>240</td>
<td>210</td>
<td>216</td>
<td>160</td>
<td>24</td>
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<tr>
<td>Hall D</td>
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<td>600</td>
<td>300</td>
<td>280</td>
<td>276</td>
<td>276</td>
<td>180</td>
<td>38</td>
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<tr>
<td>Halls A + B</td>
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<td>800</td>
<td>590</td>
<td>1768</td>
<td>924</td>
<td>800</td>
<td>690</td>
<td>900</td>
<td>600</td>
<td>80</td>
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<tr>
<td>Halls B + C</td>
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<td>412</td>
<td>1344</td>
<td>684</td>
<td>780</td>
<td>412</td>
<td>630</td>
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<td>60</td>
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<tr>
<td>Halls A + D</td>
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<td>600</td>
<td>340</td>
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<td>660</td>
<td>462</td>
<td>540</td>
<td>400</td>
<td>60</td>
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<tr>
<td>Hall C + D</td>
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<td>660</td>
<td>412</td>
<td>830</td>
<td>762</td>
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<td>90</td>
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<tr>
<td>Halls A + B + C + D</td>
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<td>2000</td>
<td>908</td>
<td>1584</td>
<td>2000</td>
<td>1008</td>
<td>1326</td>
<td>1340</td>
<td>160</td>
<td></td>
</tr>
</tbody>
</table>

**METEING ROOM**

| Room 1             | N/A            | 32             | 20             | 74     | 26        | 32             | 22             | 20        | 20     | N/A             |
| Room 2             | N/A            | 52             | 26             | 98     | 38        | 52             | 28             | 26        | 26     | 30              |
| Room 3             | N/A            | 52             | 26             | 98     | 38        | 52             | 28             | 26        | 26     | N/A             |
| Room 4             | N/A            | 52             | 26             | 98     | 38        | 52             | 28             | 26        | 26     | N/A             |
| Room 5             | N/A            | 52             | 26             | 98     | 38        | 52             | 28             | 26        | 26     | 30              |
| Room 6             | N/A            | 62             | 32             | 122    | 44        | 62             | 34             | 32        | 40     | N/A             |
| Room 7             | N/A            | 22             | 20             | 52     | 20        | 22             | 22             | 14        | 20     | N/A             |
| Room 8             | N/A            | 32             | 20             | 74     | 26        | 32             | 22             | 20        | 20     | N/A             |
| Room 9             | N/A            | 32             | 20             | 74     | 26        | 32             | 22             | 20        | 20     | N/A             |
| Room 10            | N/A            | 32             | 20             | 74     | 26        | 32             | 22             | 20        | 20     | N/A             |
| Room 11            | N/A            | 32             | 20             | 74     | 26        | 32             | 22             | 20        | 20     | N/A             |

**MEETING ROOMS 12, 13 & 14** (Stage Size For Large Meeting Rooms - Standard Size 24’ x 12’)

| Room 12            | N/A            | 80             | 86             | 220    | 84        | 80             | 88             | 86        | 60     | 60              |
| Room 13            | N/A            | 80             | 86             | 220    | 84        | 80             | 88             | 86        | 60     | 60              |
| Room 14            | N/A            | 180            | 136            | 364    | 249       | 180            | 140            | 134       | 200   | 25              |
| Rooms 2 + 3        | N/A            | 82             | 46             | 200    | 86        | 82             | 50             | 38        | 80     | N/A             |
| Rooms 4 + 5        | N/A            | 82             | 46             | 200    | 86        | 82             | 50             | 38        | 80     | N/A             |
| Rooms 8 + 9        | N/A            | 62             | 46             | 134    | 65        | 62             | 50             | 38        | 60     | N/A             |
| Rooms 10 + 11      | N/A            | 62             | 46             | 134    | 65        | 62             | 50             | 38        | 60     | N/A             |
| Rooms 12 + 13      | N/A            | 200            | 136            | 468    | 249       | 200            | 140            | 134       | 200   | 23              |
| Rooms 13 + 14      | N/A            | 280            | 196            | 702    | 414       | 280            | 200            | 194       | 300   | 34              |
| Rooms 12 + 13 + 14 | N/A            | 440            | 280            | 1014   | 588       | 440            | 284            | 278       | 500   | 50              |

**FUNCTIONAL SPACE** (Level 1)

| Functional Space   | N/A | N/A | N/A | N/A | 5,700 | N/A | N/A | 5000 | 290 |

- **GREAT HALL** (Stage Size For Great Hall A, B, C, & D - Standard Size 32’ X 16’)
- **MEETING ROOMS 12, 13 & 14** (Stage Size For Large Meeting Rooms - Standard Size 24’ x 12’)
- **FUNCTIONAL SPACE** (Level 1)
ACTIVITIES & ATTRACTIONS

Be wowed by Kuching!

Be it culture, adventure or nature, or just rambling through downtown for good food, Kuching (and Sarawak) is a haven for adventure seekers, promised by a rich cultural heritage and generous Mother Nature. With more than 20 ethnic groups co-existing harmoniously alongside three main religions, Kuching deservedly was proclaimed the first City of Unity in Malaysia in 2015, acknowledged as a model city where diversity thrives under judicious administration.

Modern yet steeped in history and diverse traditions, Kuching has this thing about finding her way into people’s hearts, naturally. The Cat City (Kuching sounds like “kucing”, the Malay word for cat) is unpretentious and exceptionally likeable, ever brimming with friendly denizens. Sarawakians wear their hospitality on their sleeve and visitors never fail to be struck by this unique trait.

From the White Rajah era to breathtaking rainforests, soulful orangutans, addictive local eats and what not, be prepared for an adventure peppered with heady doses of Sarawakian hospitality, the Borneo way...

Sarawak Cultural Village - 34.1km (36 minutes)

Bako National Park - 16.4km (20 minutes)

Semenggoh Wildlife Centre - 23.6km (37 minutes)

Distances are from BCCK to destination highlighted
State Legislative Assembly Building 9.6km (14 minutes)
Fort Magherita 8.5km (14 minutes)
Sarawak Orchid Garden 8.9km (14 minutes)
Kuching Sampan
Cat Statue
Darul Hana Bridge 16.3km (25 minutes)
Sarawak Laksa
Ayam Pansuh
Umai
Kolo Mee
Midin
Pulut Panggang
Kek Lapis
food haven!