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## **BCCK UNDERGOES ITS FIRST VIRTUAL-HYBRID AUDIT**

The Borneo Convention Centre Kuching (BCCK) has conducted a virtual-hybrid audit for the first time ever with our appointed External Certification body, with over half of the audit being performed remotely.

The audit was for BCCK's certification with the International Organisation for Standardisation (ISO) in ISO 22000 (Food Safety Management Systems), ISO 14001 (Environmental Management Systems) and ISO 9001 (Quality Management Systems ).

Roughly 70 percent of the audit was performed virtually using different platforms over the course of a week, through video conferences, instant messages, emails and exchanges of softcopy documents.

The remaining 30 percent will be performed on site, to ensure the credibility of the audit as they have to verify that BCCK is implementing the systems on the ground.

"We are doing this to reduce the exposure of everyone involved, not just for the safety of the auditors but for our staff as well," stated Christopher Wan, Director of Facilities and Chairman of the BCCK Integrated Management Systems.

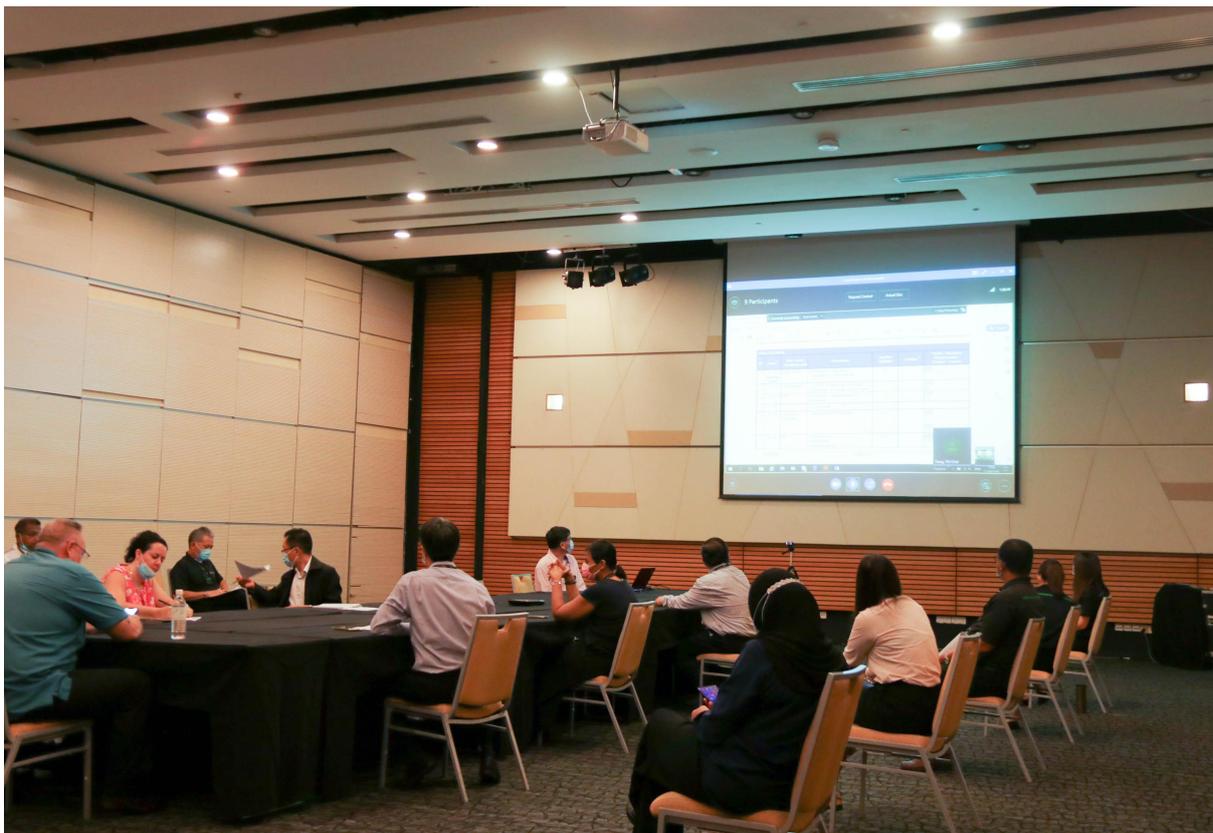
BCCK's audit was meant to be held in March, but due to the circumstances around COVID-19, the audit was postponed till the Movement Control Order was lifted sufficiently for work to resume at the Centre.

"As BCCK prepares to take on the new normal of business events in Sarawak, the centre's first priority is to ensure it maintains its record as a qualified, responsible, safe and organised centre, with credentials that reflect dedication to food safety, quality management and responsible waste

management. We do this so our clients can rest assured that their events are in responsible hands, and that they are receiving the best service.” Said Chief Executive Officer of BCKK, Eric Van Piggelen.

BCKK has been implementing the stringent food safety management systems of ISO 22000 and Quality Management Systems of ISO 9001 for years, creating a safe environment for its clients, however additional safety measures are being introduced to keep clients safe such as health screenings, contact recording and sanitising stations throughout the centre.

“The audit was performed smoothly, and can be taken as a good example of the state-of-the-art infrastructure BCKK has which supports hybrid meetings such as these, as the centre’s dedicated high-speed internet is secure and the AV screens and projectors were very useful throughout the audit. We look forward to offering these facilities to our clients as well, giving them a wider range of meeting and collaborative options for them to choose from,” added Eric Van Piggelen.



*Virtual Audit taking place at BCKK*



## **ABOUT BORNEO CONVENTION CENTRE KUCHING**

The Borneo Convention Centre Kuching (BCKK) is the first international purpose-built convention centre in Sarawak, Malaysia. The BCKK debuted in 2009, as a state initiative of the Sarawak Government to grow business tourism through the hosting of business events. To date, the BCKK has hosted close to 1,800 events and welcomed 2.4 million clients, delegates and visitors from various regions of the world. From its humble beginning, the BCKK 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.

### **Awards Received**

- **AIPC – Gold Quality Standard**
- **AIPC- APEX Award “Best Client Rated Convention Centre” – Within the top 17 finalists in the world Convention Centres.**

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