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The Malaysian Water Association



# WATER MALAYSIA 2022



CPD HOUR APPLIED

## Specialised Conference and Exhibition on **WATER QUALITY & TREATMENT**

**Theme:** *Current and Future Challenges of Drinking Water Quality and Treatment in Malaysia*

**NEW DATE**

29 - 30 November  
2022

Pullman Kuala Lumpur, Bangsar  
Ballroom 01, Level 02

8:30 am – 5:00 pm

## INTRODUCTION

This Conference aims to mobilize drinking water managers and operators, regulators, academics and stakeholders around the issue of water quality and treatment. Participants will gain an overview of current best practices on water quality control and benefit from a knowledge-sharing platform, research results, innovations and solutions.

- Keynote Address
- Water Leaders' Roundtable Dialogue
- Topic / Session:

- Water Quality and Analysis
- Drinking Water Quality Standards and Regulations
- Emerging Contaminants in Water: Detection and Treatment Technology Options
- Innovative Water Treatment Technologies
- Technical Session on Implementation of Water Fluoridation in Malaysia

- Sponsors Speaking Slot
- Exhibition

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The Malaysian Water Association  
(Persatuan Air Malaysia)

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**THE MALAYSIAN WATER ASSOCIATION (MWA)** is a national association and non-profit organisation (NGO), interested in all aspects of the water and wastewater industry. Membership is multidisciplinary and members represent the full spectrum of the Malaysian water and wastewater industry. Funding is obtained from membership fees and Association activities. MWA strives to represent the common interests of all water supply and wastewater industry players and to serve as Malaysia's main link in the international water industry network. The basis of the Association's activities is the voluntary work of a large group of active Association members and other professionals from water and wastewater authorities, institutions and Malaysian water companies.

The MWA presents members' views to the authorities and makes representations on strategic issues. In principle, MWA is committed towards promoting sustainable management of water services. At the international level, MWA maintains relationships with relevant organisations abroad to create a network and share universal goals of the water industry. MWA is a "Governing Member" of the International Water Association (IWA).

## ORGANISING COMMITTEE MEMBERS



**Dr. Ir. Ts. Hj. Mohmad Asari bin Daud**  
Chairman of Organising Committee  
President of The Malaysian Water Association



**Dr. Chin Teen Teen**  
General Manager  
ALS Technichem (M) Sdn Bhd



**Mr. Lee Koon Yew**  
Group Executive Director  
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**Dr. Addie Wong Wai Meng**  
General Manager, Business Development & Technical Support  
Taliworks Corporation Berhad



**ChM. Hjh. Fadzilah binti Abdul Kadir**  
Council Member  
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**Mr. Samsul Ariffin bin Kadri**  
Director  
ATTC Training Centre Sdn Bhd



**ChM Adam Malik bin Najri**  
Deputy Director  
Water and Sewerage Regulatory Department  
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Manager  
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**Dr. Hafizah binti Hasan**  
Senior Principal Assistant Director  
Waste and Hygiene Sector, Regulatory Branch  
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### Secretariat



Ms. Caroline Florrina  
Ak Panjat



Mr. Mohamad Johari  
bin Khamis



Mr. Muhammad Hafis  
bin Mahmud



Mr. Aliff Fadhullah  
bin Ahmadi

## WHO SHOULD ATTEND

- Water Quality Specialists
- Scientists
- Lab Personnel
- Treatment Plant Managers
- Engineers
- Researchers
- Consultants
- Contractors
- Manufacturers / Suppliers
- State Water Operators / Utilities
- Government Policy and Decision Makers
- Water Utility Managers
- Regulators
- Academics and Students

# Acknowledgement & Thanks to the Sponsors

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TIME	DAY 1: 29 NOVEMBER 2022 (TUESDAY)	PRESENTER
8:30 am – 9:00 am	Registration and Light Refreshment	
9:15 am	PROGRAMME STARTS Doa Recital	
9:15 am – 9:30 am	Welcome Address	
9:30 am – 9:45 am	Official Opening	
9:45 am – 10:15 aM	Keynote Address “The State of the Drinking Water Quality and Treatment in Malaysia”	Dr. Ir. Ts. Hj. Mohmad Asari bin Daud President, The Malaysian Water Association
10:15 am – 10:20 am	Group Photo	
10:20 am – 10:30 am	Tour of Exhibition area by the Guest of Honour / Invited Guests	
10:30 am – 11:00 am	AM Tea Break and Visit of Exhibition area	
SESSION 1: 29 NOVEMBER 2022 WATER LEADERS’ ROUNDTABLE DIALOGUE 1 Theme: What is Being Done to Improve Our Water Quality? Moderator: Mr. Mohamad Hairi bin Basri (Deputy President, MWA)		
11:00 am – 12:00 pm	Panelists: <ul style="list-style-type: none"><li>Ts. Huszian bin Husin, <i>Senior Deputy Director (Regulatory), Engineering Services Division of Ministry of Health Malaysia (MOH)</i></li><li>YBhg. Dato’ Hj. Ahmad Faizal bin Abdul Rahman, <i>Chief Executive Officer of Suruhanjaya Perkhidmatan Air Negara (SPAN)</i></li><li>Mr. Suhaimi bin Kamaralzaman, <i>Chief Executive Officer of Pengurusan Air Selangor Sdn Bhd (AiS)</i></li><li>YBhg. Datuk Ir. P. Geol Dr. Azuhan bin Mohamed, <i>General Manager of Air Kelantan Sdn Bhd (AKSB)</i></li></ul>	
SESSION 2: 29 NOVEMBER 2022 Theme: Water Quality and Analysis Moderator: Prof. Dr. Mohd Razman bin Salim (UCSI / Council Member, MWA)		
12:00 pm – 12:20 pm	Water Quality Monitoring, Sampling, Laboratory Testing and Analysis	ChM. Hjh. Fadzilah binti Abdul Kadir (Council Member, MWA)
12:20 pm – 12:40 pm	Water Quality Online Monitoring and the Role of the SCADA System	Mr. Ho Kien Siong (Qanat Consulting)
12:40 pm – 1:00 pm	Q&A Session	
1:00 pm – 2:00 pm	Lunch Break	
SPONSOR’S PRESENTATION 1: 29 NOVEMBER 2022 Indah Water Konsortium Sdn Bhd		
2:00 pm – 2:25 pm	Sustaining IWK Towards Achieving Circular Economy	Mr. Narendran A/L Maniam (IWK)
SESSION 3: 29 NOVEMBER 2022 Theme: Drinking Water Quality Standards and Regulations Moderator: Assoc. Prof. Dr. Norhayati binti Abdullah (UTM / Council Member, MWA)		
2:30 pm – 2:50 pm	Water Safety Plans: Hazards Identification and Risk Assessment	ChM. Adam Malik bin Najri (SPAN)
2:50 pm – 3:10 pm	Drinking Water Surveillance: Moving Towards Risk-Based Regulations	Dr. Hafizah binti Hasan (Cranfield University)
3:10 pm – 3:30 pm	Residual Aluminium in Drinking Water – Why and How to Overcome	Dr. Addie Wong Wai Meng (Taliworks Corporation)
3:30 pm – 3:50 pm	Packaged Drinking Water (PDW) and Natural Mineral Water (NMW) in Malaysia: General Requirements for Licensing Approval	Mr. Shanmugam A/L Supramaniam (MOH)
3:50 pm – 4:20 pm	Q&A Session	
4:20 pm – 4:50 pM	PM Tea Break / Visit of Exhibition area / End	

TIME	DAY 2: 30 NOVEMBER 2022 (WEDNESDAY)	REMARKS / PRESENTER
9:00 am – 9:30 am	<b>Keynote Address</b> “Raw Water Quality Monitoring and Performance in Malaysia”	Mr. Rosli bin Osman Director, Water & Marine Division, DOE Ministry of Environment and Water
SESSION 4: 30 NOVEMBER 2022 <b>WATER LEADERS’ ROUNDTABLE DIALOGUE 2</b> <b>Theme: Drinking Water Treatment Challenges</b> Moderator: Ir. Ts. Hj. Mohamed Haniffa bin Hj. Abdul Hamid, FASc. (Vice President, MWA)		
9:30 am – 10:30 am	Panelists: <ul style="list-style-type: none"><li>Ir. Chang Kuet Shian, <i>Director of Jabatan Bekalan Air Luar Bandar Sarawak (JBALB)</i></li><li>YBhg. Dato’ Hj. Ishak bin Abd Rahman, <i>General Manager or Lembaga Air Perak (LAP)</i></li><li>Ir. Hj. Mohd Yazid bin Hj. Ahmad, <i>Director of Syarikat Air Negeri Sembilan Sdn Bhd (SAINS)</i></li><li>Tn. Hj. Mansor bin Abdul Ghani, <i>Council Member of The Malaysian Water Association (MWA)</i></li></ul>	
10:30 am – 10:50 am	AM Tea Break / Visit of Exhibition area	
SPONSOR’S PRESENTATION 2: 30 NOVEMBER 2022 <b>Xylem Water Solutions Malaysia Sdn Bhd</b>		
10:50 am – 11:15 am	Oxidation-Enhanced Biologically Active Filtration System	Ts. ChM. Lee Seng Chow (Xylem)
SESSION 5: 30 NOVEMBER 2022 <b>Theme: Emerging Contaminants in Water: Detection and Treatment Technology Options</b> Moderator: YBhg. Datuk Ir. Abdul Kadir bin Mohd Din (Council Member, MWA)		
11:15 am – 11:35 am	Biosensor Technologies for Identification of Future Water Contaminants	Assoc. Prof. ChM. Dr. Sharina binti Abu Hanifah (UKM)
11:35 am – 11:55 am	Microplastics in Drinking Water: A Review and Assessment	Dr. Chin Teen Teen (ALS Technichem)
11:55 am – 12:15 pm	PFAS: The Forever Chemicals	Ms. Salwa binti Mohd Salleh (MOH)
12:15 pm – 12:35 pm	Danger in the Water: When Algae Becomes Toxic	Dr. Som Cit Si Nang (UPSI)
12:35 pm – 1:00 pm	Q&A Session	
1:00 pm – 2:00 pm	Lunch Break	
SPONSOR’S PRESENTATION 3: 30 NOVEMBER 2022		
2:00 pm – 2:20 pm	*TBC	
SESSION 6: 30 NOVEMBER 2022 <b>Theme: Innovative Water Treatment Technologies</b> Moderator: Ir. Syed Mohamed Adnan bin Mansor Alhabshi (SMHB Sdn Bhd / Council Member, MWA)		
2:20 pm – 2:40 pm	Case Study – Innovative Design and Treatment Process of New Rasau WTP	Mr. Andri bin Abdul Rahman (SMHB) Mr. Mohd Norzali bin Zulkifli (SMHB)
2:40 pm – 3:00 pm	The New Normal: Water Reuse and Recycle	Ir. Mohd Taufik bin Salleh (IWK)
3:00 pm – 3:30 pm	Q&A Session	
3:30 pm – 3:45 pm	PM Tea Break / Visit of Exhibition area	
SESSION 7: 30 NOVEMBER 2022 <b>Theme: Technical Session: Implementation of Water Fluoridation in Malaysia</b> Moderator: Dr. Nuryastri binti Md Mustafa (MOH)		
3:50 pm – 4:10 pm	Water Fluoridation in Malaysia	YBhg. Datin Dr. Nazita binti Yaacob (MOH)
4:10 pm – 4:45 pm	<b>Special Forum: Water Fluoridation: Myths and Facts</b>  Moderator: Dr. Nuryastri binti Md Mustafa (MOH)  Panelists: <ul style="list-style-type: none"><li>Dr. Natifah binti Che Salleh (MOH)</li><li>Prof. Dr. Rahimah binti Abdul Kadir (UM)</li><li>Assoc. Prof. Dr. Nor Azlida binti Mohd Nor (UM)</li></ul>	
4:45 pm – 5:00 pm	Summary by Rapporteur Closing Remarks by MWA	
5:00 pm	END	

# SUMMARY OF PRESENTATION

DAY 1: 29 NOVEMBER 2022 (TUESDAY)

## Water Quality Monitoring, Sampling, Laboratory Testing and Analysis

**ChM. Hjh. Fadzilah binti Abdul Kadir**  
(The Malaysian Water Association)

The determination of water quality parameters, that are important in ensuring the satisfactory provision of potable water is described in this section. This is made possible through the establishment of the treatment works laboratory. The purpose of the laboratory is to analyze and ensure that drinking water produced at the WTP meets or exceeds established standards for water quality.

## Drinking Water Surveillance: Moving Towards Risk-Based Regulations

**Dr. Hafizah binti Hasan (Cranfield University)**

- The WHO framework for safe drinking-water
  - Health based targets
  - Waters Safety Plans (WSPs)
  - Surveillance
- The IWA framework for drinking water safety
- Compliance based and risk-based instruments and associated strategies for water industry
  - Experience from other countries

## Water Quality Online Monitoring and The Role of The SCADA System

**Mr. Ho Kien Siong (Qanat Consulting)**

A general description for a measuring device applied in water treatment plant is described. Instrumentation is necessary to indicate, measure and record the physical quantities of the plant operation status. Apart from the SCADA system used is also introduced. In the water industry, which helps in managing the information generated throughout water management processes.

## Sustaining IWK Towards Achieving Circular Economy

**Mr. Narendran A/L Maniam**  
(Indah Water Konsortium Sdn Bhd)

With 28 years of experience, IWK is changing the landscape of wastewater management in Malaysia - from linear to circular economy. As the company aspires to be The Premier Wastewater Company, IWK has been integrating financial, operational and environmental sustainability into its corporate strategy. In-line with this, various green initiatives are being rolled out with focus on creating and extracting value of IWK's bi-product which helps elevate the company's shift from a linear model to a more sustainable circular model.

## Residual Aluminium in Drinking Water – Why and How to Overcome

**Dr. Addie Wong Wai Meng**  
(Taliworks Corporation Berhad)

Residual aluminium (Al) as an aesthetic parameter in drinking water is recommended by WHO at 0.2 mg/L. Residual Al is suspected to have linkage to Alzheimer's disease while Ministry of Health Malaysia (MOH) is setting the Quality Assurance Program (QAP) for Residual Al at 10.2% which is relatively very high compared to parameter such as E. Coli at 0.4%. The Residual Al in drinking water can be caused by nature of raw water, underdose or overdose of alum and out of coagulation-flocculation pH range. If the cause of the residual Al of a particular Water Treatment Plant is understood, the problem can be overcome by specific treatment strategies.

## Packaged Drinking Water (PDW) and Natural Mineral Water (NMW) in Malaysia: General Requirements for Licensing Approval

**Mr. Shanmugam A/L Supramaniam**  
(Ministry of Health Malaysia)

- Licensing status (numbers of manufacturers)
- Procedures to apply license
- Issues relating to licensing

## Water Safety Plans: Hazards Identification and Risk Assessment

**ChM. Adam Malik bin Najri**  
(Suruhanjaya Perkhidmatan Air Negara)

The Water Safety Plan (WSP) Guideline has been developed by Suruhanjaya Perkhidmatan Air Negara (SPAN) to facilitate the establishment of uniform and comprehensive WSP documents by all water operator which includes public and private water supply system operators. Water Safety Plan is a tool for setting up effective risk management which includes identification of associated risks in every aspect of the water supply system, followed by planning of mitigation measure in a systematic manner to ensure the safety and security of water supply to consumers.

The Guidelines is prepared in accordance with SPAN's responsibilities and functions stipulated in the Water Services Industry Act 2006 (Act 655) and Water Services Industry (Licensing) Regulations 2007. Therefore, SPAN will make WSP as a mandatory requirement to all public and private water supply system operators to ensure the sustainability of the water resources (catchment area), water treatment plant operations and reliability of water supply systems.

# SUMMARY OF PRESENTATION

DAY 2: 30 NOVEMBER 2022 (WEDNESDAY)

## Oxidation-Enhanced Biologically Active Filtration System

**Ts. ChM. Lee Seng Chow**  
(Xylem Water Solutions Malaysia Sdn Bhd)

Biological and chemical contamination in drinking water poses a significant public health risk. Operators need a system that will comply with state and federal guidelines while addressing local quality and aesthetic mandates. Oxelia™ oxidation-enhanced biologically active filtration system is an advanced treatment solution that leverages Xylem's first-class product portfolio of ozone, ozone or UV AOP, filtration, and analytic technologies with leading edge process knowledge to provide a fully integrated system that providing a multi-barrier defense against pathogens and contaminants. Oxelia™ enables safe, reliable, cost-effective, and sustainable drinking water supplies.

## Biosensor Technologies for Identification of Future Water Contaminants

**Assoc. Prof. ChM. Dr. Sharina binti Abu Hanifah**  
(Universiti Kebangsaan Malaysia)

The advancement of biosensor technologies for detecting water pollutants has received considerable attention. This topic will provide an understanding of biosensor concept and the current progress for identifying future water contaminants.

## Microplastics in Drinking Water: A Review and Assessment

**Dr. Chin Teen Teen (ALS Technichem (M) Sdn Bhd)**

Microplastics have been detected in a wide range of concentrations in waste water, fresh water and drinking water, both bottled and tap water. Local and international targeted investigative studies published on the occurrence of microplastics in the water cycle and in drinking water throughout the water supply chain will be presented.

## PFAS: The Forever Chemicals

**Ms. Salwa binti Mohd Salleh**  
(Ministry of Health Malaysia)

- What is PFAS? Why is it called as Forever Chemicals?
  - A little bit of chemical structures, pathways
- History and common usage of PFAS
- Awareness of Potential Health Impacts
- Global regulatory actions: Australia, USA and Europe
- Malaysia's overview on PFAS
- MOH's direction, steps and insights

## Danger in the Water: When Algae Becomes Toxic

**Dr. Som Cit Si Nang (Universiti Pendidikan Sultan Idris)**

Blue-green algae, also called cyanobacteria, can grow excessively in eutrophic water bodies such as lakes and ponds which some may be used for drinking water supplies. Cyanobacteria such as Microcystis, Anabaena, Anabaenopsis, and Planktothrix are capable of producing a range of cyanotoxins, including hepatotoxin microcystins. Therefore, increasing severity of eutrophication has trigger concerns over the potential cyanobacterial toxins contamination in water supplies. This presentation will outline environmental factors associated with excess cyanobacteria growth and cyanotoxins detection in the local water ecosystems.

## Case Study – Innovative Design and Treatment Process of New Rasau WTP

**Mr. Andri bin Abdul Rahman (SMHB Sdn Bhd)**  
**Mr. Mohd Norzali bin Zulkifli (SMHB Sdn Bhd)**

The nominal works output of the Stage 1 Rasau WTP shall be 700 Mld. The water treatment process shall include mechanical aeration, ozonation, flocculation and clarification, primary and secondary filtration.

The new technology are:

1. Ultrasonic Algae treatment
2. Zeolite powder for ammonia removal
3. Powdered activated carbon for organic pollutant removal.
4. Pre-Ozonation
5. Intermediate Ozonation
6. Biological Activated Carbon Filter

## The New Normal: Water Reuse and Recycle

**Ir. Mohd Taufik bin Salleh (Indah Water Konsortium Sdn Bhd)**

Water recycling has proven to be effective and successful in creating a new and reliable water supply without compromising public health. Instead of discharging the treated wastewater that receives a high level of treatment into rivers, it is better to put it directly back to use in the system. Water reuse offers a renewable, locally managed, and drought-resistant water supply. There are a lot of benefits of water reuse such as reducing stress on demand for raw water resources, and reduced demand for potable water which ultimately contributes to lower energy consumption to treat and transfer potable water for non-potable use. Recycling wastewater can make for a bright future in the fight against climate change which contributes to lowering footprint and carbon dioxide (CO<sub>2</sub>) emissions. Significant progress in wastewater treatment technologies has encouraged the potential of water reuse. Several urban wastewater reuse projects have been implemented over the last ten years and currently, water recycle become the new normal in the world.

## Water Fluoridation in Malaysia

**YBhg. Datin Dr. Nazita binti Yaacob (Ministry of Health Malaysia)**

- Chronology of water fluoridation in Malaysia
- Why water fluoridation being implemented? (effortless benefits)
- The standard
- Monitoring of fluoride optimum level; safety concern
- Data (in chart) showing water fluoridation coverage vs caries prevalence
- Data (in chart) on effect of water fluoridation ceased in certain states
- Collaborative efforts, issues and challenges

# KEYNOTE SPEAKERS



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## Open-Table Concept

29-30 November 2022

Pullman Kuala Lumpur Bangsar  
Ballroom 01, Level 02

**A small-scale exhibition showcasing the latest products and technologies related to water quality and treatment.**

**Price Per Exhibition Space**  
**RM 800.00**

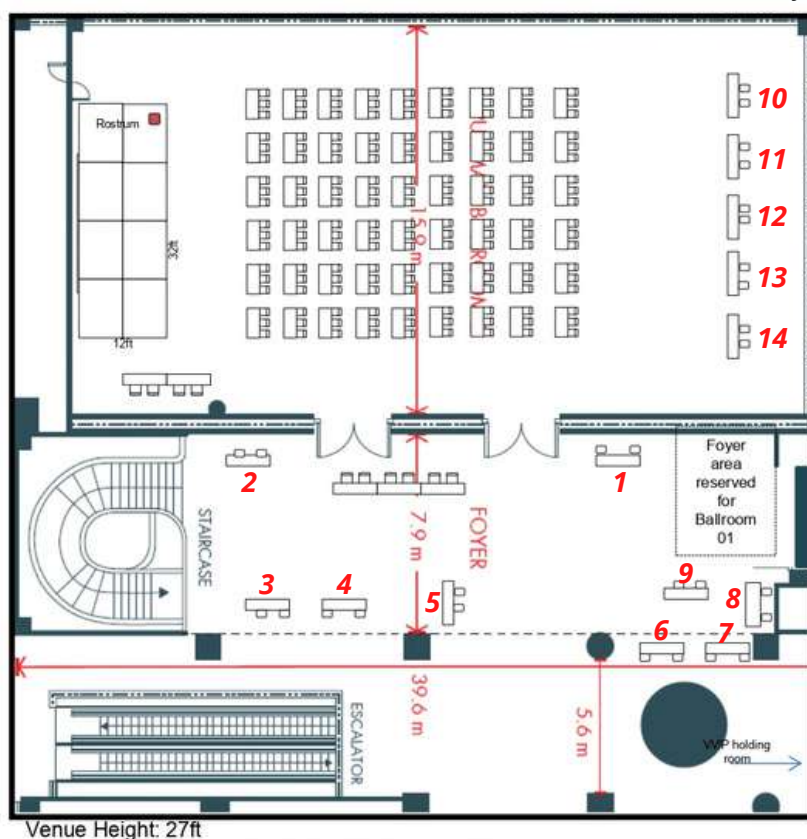
**Package includes:**

- 1 IBM Table (size 3ft x 6ft)
- 2 chairs
- 2 passes for lunch and tea breaks (for 2 days)
  - Please provide exhibitors details (people on duty)
- Set up on 15 Nov 2022
- Dismantle on 16 Nov 2022

**Booking deadline with payment**  
**by 1 Nov 2022**  
(subject to availability)

**Please fill out your booking form**  
**on EXHIBITION section on page 11**

Floor Plan (for reference only)



## OFFICIAL HOTEL

# PULLMAN KUALA LUMPUR BANGSAR



No. 1 Jalan Pantai Jaya  
Bangsar  
59200 Kuala Lumpur, Malaysia  
Tel: +603 2298 1888  
Website: <https://pullmanbangsar.com-kualalumpur.com/en/>

*Special rate for hotel room accommodation for registered participants. The booking link will be provided in due course.*



The Malaysian Water Association

## Event Secretariat

The Malaysian Water Association  
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**Ms. Caroline Florrina anak Panjat**  
([caroline@mwa.org.my](mailto:caroline@mwa.org.my))



# WATER MALAYSIA 2022:

## "Specialised Conference & Exhibition on Water Quality & Treatment"

29<sup>th</sup> - 30<sup>th</sup> November 2022, 8.30 am - 5.00 pm

Pullman Kuala Lumpur, Bangsar



### COMPANY/ ORGANIZATION DETAILS

Name	
Address	
Postcode	Membership Number
Tel	Fax
NB: Signatory must be authorized on behalf of contracting organization.	
Authorizing Signature	

### PARTICIPANT DETAILS

1	Name	Job Title
	Tel	Membership No. Email
2	Name	Job Title
	Tel	Membership No. Email
3	Name	Job Title
	Tel	Membership No. Email
4	Name	Job Title
	Tel	Membership No. Email
5	Name	Job Title
	Tel	Membership No. Email

### CONFERENCE FEES\*\*

Description/ Category		Members Unit Price	Non-Members Unit Price
Early Bird (Payment By 31 <sup>st</sup> October 2022)	<input type="checkbox"/>	RM500.00	RM700.00
Normal Price (Payment After 31 <sup>st</sup> October 2022)	<input type="checkbox"/>	RM600.00	RM800.00
Walk In (Payment After 7 <sup>th</sup> November 2022)	<input type="checkbox"/>	RM1,000.00	
Students/ Government Agencies	<input type="checkbox"/>	RM400.00	

### EXHIBITION

Description / Category	Members Unit Price	Non-Members Unit Price
Please indicate your booth number (1 to 14)		
Booth no: _____ (refer floor plan page 10)	RM800.00	RM1,000.00

### PAYMENT METHODS

Grand Total: RM \_\_\_\_\_

Payment is due in 5 working days. By Signing and returning this form, you are accepting our terms and conditions.

<input type="checkbox"/>	By Cheque
<input type="checkbox"/>	Bank Transfer
<input type="checkbox"/>	Local Order (Government Agencies Only - if Applicable)

### BANK DETAILS

Account Name: THE MALAYSIAN WATER ASSOCIATION
Bank Name: HONG LEONG BANK BERHAD
Bank Account No.: 277-000-13651
Registration No.: 78988 Swift Code: HLBBMYKL
Bank Address: Galeria Hartamas, Jalan 26A/70A, Desa Sri Hartamas, 50480 Kuala Lumpur
Please email payment slip to: <a href="mailto:caroline@mwa.org.my">caroline@mwa.org.my</a> (Ms. Caroline Florrina)

### CONFERENCE FEES\*\*

MEMBERS RM500.00  
NON-MEMBERS RM700.00

Register with FULL PAYMENTS  
before/ by 1<sup>st</sup> November 2022

### TERMS & CONDITIONS

1. The registration fee is inclusive of the event proceedings, materials, certificate of attendance and refreshment (where applicable).

2. Upon receipt of the complete registration form, invoice will be issued. MWA request that all payments be made within 5 working days of the invoice being issued. Full payments must be received prior to the event. Only participant that have made full payment will be admitted to event. Participants are responsible for their own banking fees and this will not be absorbed into the registration fees.

3. Substitution & cancellations policy. Should the registered participant is unable to attend, a substitute participant is welcome at no extra charge. Written notifications of all substitutions is required 5 working days prior to the event. Non-payment does not constitute cancellation. If a participant does not attend the event without written notification at least 5 working days prior to the event date, he/she will be deemed as no show. A no show at the event still constitutes that the participant will have to pay the invoice amount that was issued to them. MWA does not provide refunds for cancellations. By signing this contract the participant also agrees that if they cancel that MWA reserves the right to pursue monies owed via the use of local debt collection agency were the participant is situated. Furthermore the participant will be held liable for any costs incurred in collection of outstanding monies. When any cancellations are notified in writing to MWA 5 working days prior to the event, a credit voucher will be issued for use in future MWA events.

4. MWA will at all times seek to ensure that all efforts are made to adhere to meet the advertised package, however we reserve the right to postpone, cancel or move a venue without penalty or refunds. MWA is not liable for any losses or damages as a result of substitution, alteration, postponement or cancellation of speakers and / or topics and / or venue and / or the event dates. If force majeure were to occur MWA accepts no responsibility or liability for any loss or damage caused by events beyond their control, including, but not restricted to strikes, war, civil unrest, flight delays, fire flood, or any adverse weather conditions. MWA is not liable in the event that a participant is exposed or is infected by Covid-19. MWA under no circumstances is liable for any other costs that might have been incurred in the attendance of the event, including but not limited to flights, accommodation, transfers, meals etc. MWA reserves the right to replace / change speakers in the best interest of the conference.

5. Upon receiving this signed booking form, you the participant hereby consent to MWA to keep your details for the use of future marketing activities carried out by MWA and third party organisations & partners.

6. Copyright and Intellectual Property. Any redistribution or reproduction of part or all of the contents in any form in connection to this event is prohibited without prior written consent by MWA.