

Statement

PREVENTATIVE MEASURES TAKEN BY GENTING MALAYSIA DUE TO THE NOVEL CORONAVIRUS ('WUHAN VIRUS')

4 February 2020

Resorts World Genting has taken extensive and appropriate preventative measures in accordance to international health and safety practices to protect all guests and staff to reduce the risk of the spreading of the Novel Coronavirus ('Wuhan Virus'). **There is no record to date of anyone in the resort diagnosed with the virus and the Resort continues to operate as normal.** In addition, all shows will continue as planned.

All tour bookings from China have cancelled their reservations for the month of February at the Resort and at Awana.

A response team, consisting of senior management, has been set up to monitor the situation twice daily to implement precautionary measures where and when necessary.

The Resort has introduced infrared thermal scanning throughout the resort at all skyways, check points, main entrances of various facilities and staff entrances. Anyone found to have travelled overseas and is unwell will be requested to go to our designated holding rooms where they will be given free consultation by our medical doctors.

Sanitising gel has extensively been placed around the resort, both in the public areas and the back of house. A robust cleaning programme throughout the resort has been introduced and frequency increased. Lifts buttons throughout the resort have been sealed and frequency of cleaning enhanced.

At all key contained attractions, including Skytropolis Indoor Theme Park, maintain their already strict sanitation regime, in line with international health and safety practices of world class theme parks.

Resorts World Genting has two medical clinics, staffed by competent doctors and nurses 24 hours a day. Guests who feel unwell or are displaying any flu-like symptoms are encouraged to seek immediate medical attention at either of the clinics. Holding rooms are available as part of the facilities to ensure any ill guests are secluded from the general public. In case of medical emergencies, there are six ambulances on standby.

General advice has and will be broadcasted to the public via LED screens and notice boards installed across the Resort.

Communication:

- To our guests via this website will be updated as and when there are any changes to the situation.
- To our operating partners will be updated regularly
- To our staff is done on a-daily-basis to ensure transparency and to encourage feedback.

Any employees who have recently returned from any countries outside of Malaysia will be examined by our in house competent medical doctors and nurses before they are allowed to return to work. Employees that are able to work from home will be encouraged to do so.

Any feedback is welcome and should be addressed to katherine.chew@rwgenting.com.

ENDS.

Kenyataan

LANGKAH-LANGKAH PENCEGAHAN YANG DIAMBIL OLEH GENTING MALAYSIA KERANA NOVEL KORONAVIRUS (WUHAN VIRUS)

4 February 2020

Resorts World Genting telah mengambil langkah-langkah pencegahan yang meluas dan bersesuaian dengan amalan kesihatan dan keselamatan antarabangsa untuk melindungi semua tetamu dan kakitangan untuk mengurangkan risiko penyebaran Novel Coronavirus ('Wuhan Virus'). **Setakat ini, tiada rekod menunjukkan sesiapa telah didiagnos virus ini di resort dan Resort terus beroperasi seperti biasa.** Tambahan pula, semua pertunjukkan akan diteruskan seperti yang telah dirancang.

Semua tempahan berkumpul dari negara China telah membatalkan tempahan mereka di Resort and Awana bagi bulan February.

Pasukan respon, yang terdiri daripada pengurusan kanan, telah ditubuhkan untuk memantau keadaan sebanyak dua kali sehari untuk melaksanakan langkah-langkah pencegahan dimana dan apabila perlu.

Resort telah melaksanakan pengimbasan terma inframerah di seluruh resort iaitu di semua stesen kereta kabel, pusat pemeriksaan jalan, pintu masuk utama pelbagai kemudahan dan pintu masuk kakitangan. Sesiapa yang didapati pulang dari luar negara dan tidak sihat akan digesa untuk pergi ke bilik menunggu yang telah disediakan di mana mereka akan diberi konsultasi secara percuma oleh doktor perubatan kami.

Banyak gel sanitasi telah diletakkan di sekitar resort, di kawasan awam dan di tempat kerja. Program pembersihan yang ketat di seluruh resort telah dilaksanakan dengan lebih kerap. Butang lif di seluruh resort telah tutup dan kekerapan pembersihan dipertingkatkan.

Di semua tarikan utama, termasuk Skytropolis Indoor Theme Park, jadual pembersihan yang ketat akan dikekalkan sejajar dengan amalan kesihatan dan keselamatan antarabangsa taman tema bertaraf dunia.

Resorts World Genting mempunyai dua buah klinik, yang dikendalikan 24 jam sehari oleh doktor dan jururawat yang kompeten. Tetamu yang berasa tidak sihat atau menunjukkan sebarang tanda seperti selesema hendaklah segera mendapatkan rawatan perubatan di salah sebuah klinik tersebut. Bilik-bilik menunggu disediakan sebagai kemudahan untuk memastikan mereka yang sakit diasingkan dari orang awam. Untuk sebarang kes kecemasan perubatan, terdapat enam buah ambulans yang sentiasa berada dalam keadaan siap siaga.

Nasihat umum telah disiarkan kepada orang ramai melalui skrin LED dan papan kenyataan yang dipasang di seluruh Resort.

Komunikasi

- Untuk tetamu melalui laman web akan dikemakini apabila terdapat sebarang perubahan pada situasi ini.
- Kepada rakan operasi akan dikemaskini dengan kerap
- Kepada kakitangan dilakukan setiap hari untuk memastikan ketelusan dan untuk menggalakkan maklum balas.

Mana-mana kakitangan yang baru saja pulang dari mana-mana negara di luar Malaysia akan diperiksa oleh doktor perubatan dan jururawat bertauliah kami sebelum mereka dibenarkan untuk kembali bekerja. Kakitangan yang dapat bekerja dari rumah juga akan digalakkan untuk berbuat demikian.

Sebarang maklumbalas adalah amat dialu-alukan dan dihantar kepada katherine.chew@rwgenting.com

Tamat

文告

云顶马来西亚对于新型冠状病毒（武汉肺炎） 所采取的预防措施

2020年2月4日

云顶世界已经根据国际健康和安全规范采取了全面及适当的预防措施，保护所有客户和员工，以减少新型冠状病毒（武汉肺炎）的传播风险。迄今为止，度假村中没有任何人被诊断出感染了病毒，度假村也继续正常运作。此外，所有演出也会按照原定计划进行。

来自中国的所有旅行团经已取消了他们于度假村及阿娃娜酒店2月份的预订。

由高级管理人员组成的应变小组已经成立，并于每天召开两次会议以监测情势，并随时随地采取必要的措施。

整个度假村内的缆车站、检查站、各种设施主要出入口及员工出入口均已采用了红外线热扫描仪。任何人若被发现曾经出国且身体不适，将被要求前往指定的等候室，我们的医生将为他们提供免费的咨询。

在整个度假村的周围，包括公共区域及后勤办公室，都全面放置了消毒液。度假村的清洁程序已经被加强，清洁次数也被增加。同时，度假村内所有的电梯按钮均已密封，清洁次数也被提升。

在包括天城室内主题乐园在内的所有主要景点中，都必须遵守世界级主题公园的国际健康和安全规范，并维持本已严格执行的卫生制度。

云顶世界有2间医疗诊所，每天24小时由合格医生和护士值班。鼓励任何感到不适或出现类似流感症状的客户，立即前往任何一间诊所寻求医疗护理。云顶世界也提供等候室，以确保患者被隔离于公众。另外还备有6辆救护车随时待命以应对紧急医疗情况。

我们已经并将持续透过度假村内安装的LED屏幕和布告栏向公众广播一般性建议。

通讯：

- 当情况有任何变化时，将通过本网站向我们的客户更新讯息。
- 将与我们的合作伙伴定期更新讯息
- 与我们的员工每天进行一次沟通，以确保透明度并鼓励员工的反馈。

近期从马来西亚以外的任何国家/地区回国的任何员工，在获准返回工作岗位之前，将由我们内部合格的医生和护士进行检查，并鼓励情况允许的员工居家办公。

我们欢迎任何的意见，如有任何反馈请传至：katherine.chew@rwgenting.com。

-完毕-

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Sanitising gel has extensively been placed around the resort, both in the public areas and the back of house. A robust and more frequent cleaning programme has been instituted throughout the resort. Lift buttons across the resort have been sealed and frequency of cleaning enhanced.

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