

THE 24TH
INTERNATIONAL
**HARM REDUCTION
CONFERENCE 2015**

**18-21
OCTOBER**
KUALA LUMPUR
MALAYSIA



EXHIBITION AND SPONSORS MANUAL

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HARM REDUCTION INTERNATIONAL EXHIBITION AND SPONSORS MANUAL

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EXHIBITOR MANUAL

This bi-annual event is set to take place in the vibrant city of Kuala Lumpur which is perfectly connected with daily international flights, as well excellent shipping and delivery networks making it easy for any sponsor to gain access easily and efficiently.

This year's conference will be situated at the Royale Chulan Hotel which is located at the very heart of Kuala Lumpur in the Bukit Bintang district, within walking distance of all the main attractions including restaurants, accommodation and shopping. Complete with state of the art conferencing facilities the venue is extremely well equipped for an international conference of this size.

This year all aspects of organising the conference are being dealt with by a dedicated in house team that has been created especially to assure the organisation a close eye and a more personal feel for sponsor or exhibitor. Every aspect of the event will professional executed with the team present on the day to deal with any issues you may have.

HRI have appointed Innogen SDN.BHD as their official contractor this year. Innogen will be creating a dedicated exhibitor area and will also be providing further services such as bespoke stand build, furniture, equipment hire and other items such as design and production for the event. R.E. Rogers Malaysia will be the official handler.

HRI are delighted that you have decided to sponsor HR2015 and look forward to welcoming you and your colleagues.

Please read through this information carefully ensuring that you aware of all of the specifics provided. Please contact us should you have any further queries or concerns, contact details are located at the rear of this document.

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EXHIBITOR MANUAL

1. This year's conference will be held at the following location;

Royale Chulan Hotel
5 Jalan Conlay
Kuala Lumpur
Wilayah Persekutuan
Kuala Lumpur
50450, Malaysia

Direct Dial 00 603 2688 9688

2. This Year's Official Appointments for the Conference

HRI has appointed Innogen SND BHD as official contractor for HR 2015. They will be designing and building all of the stage sets and features, including the exhibitor area for the conference. They will also be providing various additional services to those exhibiting with the required request/ order forms highlighted throughout this manual at the appropriate points. **Please see section 44 for full contact details.**

R.E.Rogers Malaysia SND BHD have been appointed as the official handler for the conference. As an experienced, global network they promise a professional service both with deliveries and assistance with customs on entry into the region. Forms requesting their services are highlighted throughout this manual. **Please see section 29 for a full explanation of their services and section 45 for full contact details.**

Conference Registration Opening Times

13:00 -18:30	Sunday	18th October 2015
08:00 -19:00	Monday	19th October 2015
08:00 -18:00	Tuesday	20th October 2015
08:00 -17:30	Wednesday	21st October 2015

Exhibition Opening Times

14:00 -18:30	Sunday	18th October 2015
08:00 -19:30	Monday	19th October 2015
08:00 -18:00	Tuesday	20th October 2015
08:00 -17:00	Wednesday	21st October 2015

Exhibition Set Up

15:00 -20:00	Saturday	17th October 2015
07:00 -13:00	Sunday	18th October 2015

Exhibition Breakdown

16:00 -19:30	Wednesday	21st October 2015
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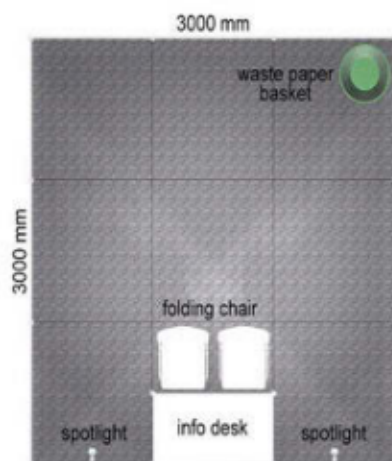
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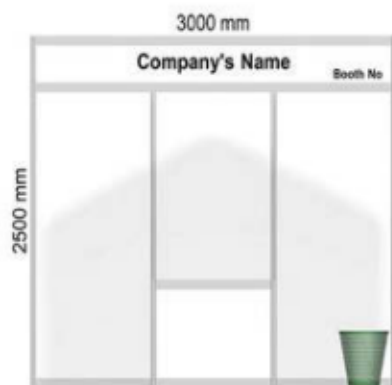
3. Shell Scheme Stands

Each shell scheme stand measures 3x3m equalling a span of 9sqm and comes with the following:

Three, dividing sections, presented in a white melamine measuring 2.5m in height. These sections will be connected by slim aluminium strips locking the panels.
Dark blue fully fitted carpet
x 2, 100 watt spotlights fixed without adjusting track
x 1 single 13amp, single phase power socket
x 1 Fascia board, white with black PVC lettering depicting company name and stand/ booth number. NB all are printed in English only
x 1 Information Desk
x 2 Folding Chairs
x 1 Paper Basket



Layout Plan



Front Elevation

Perspective View



3 x 3M STANDARD SHELL SCHEME WITH SPOTLIGHT



UNDER NO CIRCUMSTANCES SHOULD ITEMS BE FIXED TO THE PANELS ON ANY PART THE EXHIBITION STANDS

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EXHIBITOR MANUAL

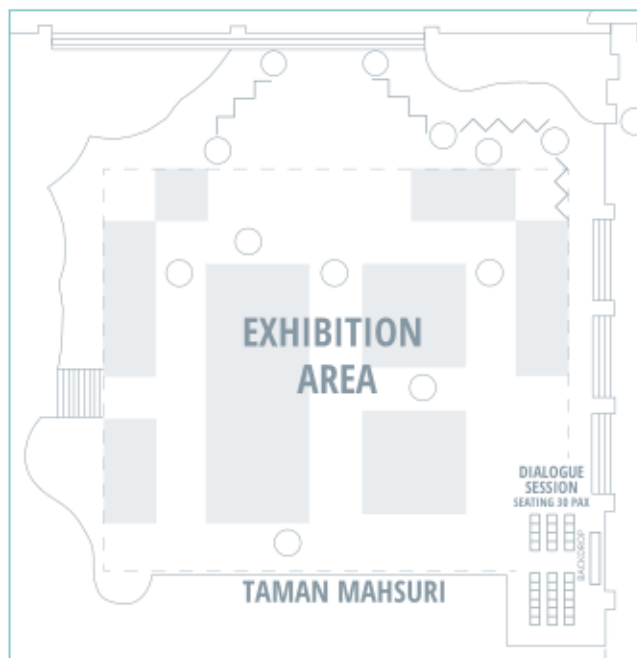
4. Free Stand Build

All requests for free stand build must meet with local regulations, must not exceed over four metres in height, impose or detract from the exhibitor area and be built by a certified contractor. All plans for any such stands must be presented no later than 31st July and all necessary paperwork in place and ready upon request.

All contractors other than those appointed by HRI, and appointed separately by a sponsor will be required to sign an indemnity form which requests a deposit, refundable providing that all work is complete and the exhibition is able to open on time. **Please See Innogen Form 1a (Bare Space Stand/ Upgraded Shell Scheme) and Innogen Form 1b (Indemnity Form)**

5. Exhibition Area

This year the exhibition will be held in a dedicated space, central to the venue on the ground floor. It has been used many times by the venue to house similar events. This area is known as Taman Mahsuri and is situated in a prominent position within the venue with easy access for set up and breakdown and as well as excellent footfall during the course of the conference itself.



6. Exhibition Layout

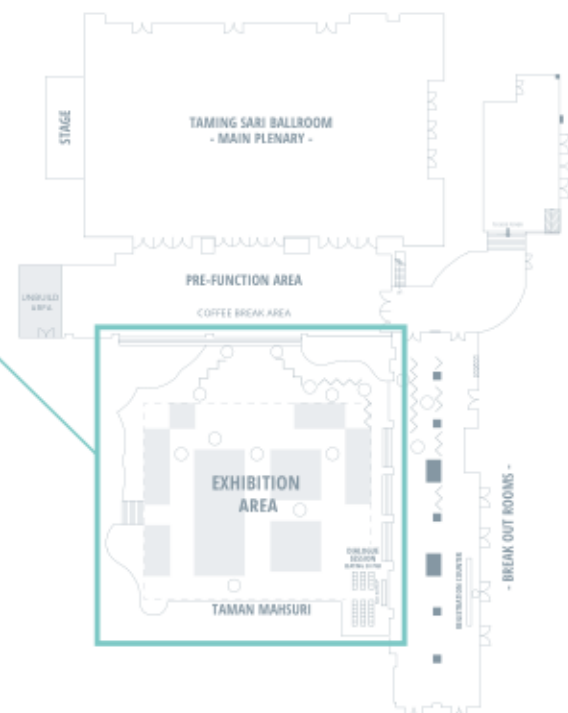
The exhibition area has been carefully planned to maximise space as well as meet with local legal requirements. The exhibition area will house twenty five purpose built 3x3sqm stands presented in a shell scheme format or bespoke stands of equal dimensions. Central to this will be the Harm Reduction International stand jointly shared with Malaysian Aids Council. All exhibition stands in the area will be created by this years appointed contractor Innogen. Innogen will also be the official supplier for those wishing to furnish, highlight or implement further design or build to their stands.

7. Position of Exhibition Area

As a purpose built platform naturally all aspects have been considered. Housed under a vast atrium, natural day light is abundance doing away with any dark hidden sections. South of the floor plan is a large glazed section flagging it immediately as delegates arrive. To the right, registration and the main route leading delegates to the main plenary and breakout rooms. All areas are air conditioned.

8. Exhibition Build/ Breakdown

Build-up of the exhibition area will take place on Saturday 17th October. This will be for both shell and bespoke/ free stand exhibition build. Build-up will start from 09:00hrs and we estimate it to take the whole day. There will be no access for deliveries, exhibitors or other kinds of activity in this area whilst stands are being constructed. Please note that the breakdown period will commence at 17:00hrs on 21st October, exhibitors are not allowed to begin the breakdown of their stands before this time.



9. Manning & Presentation of stand

Harm Reduction International expects all stands to be open with at least one representative present on each stand throughout the conference. Additionally, that stands are presented in a professional and tidy manner, free of stacked boxes and packing materials and are presented in a way which presents them as being ready to engage with delegates. Under no circumstances should stands be left unattended without agreement in advance. HRI accepts no responsibility or liability what so ever for breakages or damages whilst a stand is manned or unmanned.

10. Aisles and Exits

All aisles and exits must be kept clear from obstruction at all times, including set up and breakdown and whilst the exhibition is open. All gangways have been carefully measured to ensure that they meet with risk assessments and insurance requirements.

11. Cleaning of stands

The exhibitor area will be cleaned once daily and stand floors swept over. Should you require further additional cleaning then please contact the venue directly. Kindly note; additional costs may apply. All stands will be allocated 1 bag for waste for each day of the event. Any further additional bags will incur a charge.

12. Walls and Floors at the venue

The Royal Chulan Hotel operates on a strict policy with regards to fixing anything to walling or flooring at the venue. Under no circumstances should anything be, stuck, wedged, glued, tacked, taped or balanced against any walls. Likewise flooring must not be damaged marked or scratched particularly when exhibitors set up or breakdown. **HRI accept no liability under these circumstances and ALL exhibitors and sponsors will remain liable for any costs incurred.**

13. Cancellation Policy

An exhibitor may cancel their place at the exhibition providing that cancellations are made in writing. Cancellations made 6 months prior to the event start date will incur a 50% refund of the outstanding balance will be made. Cancellations 3 months or less prior to the event start date will be liable for 100% of the total outstanding balance at the time of cancellation. Please contact nigel.kay@ihra.net for more information.

If you are choosing to stay at The Royale Chulan or are hosting a satellite event, it is the sole relationship between of the exhibitor and the hotel to discuss matters of payment, cancellation and any other requests you might have.

14. Name boards for your stand

All exhibitors will be required to complete their correct company name on the requested form no later than 15th September. Harm Reduction International accept no liability after this date for the in correct spelling / representation of a company or organisation. **Please complete Innogen Form 2 (Fascia Name) or contact yinyinmok@innogen.com.my**

15. Access to the venue for those building/ breaking down

Those needing access to the building before and after the conference must report to the Security Department, Basement 1 for access permission and should use the Taming Sari 3 entrance to the building.

16. Bespoke requests with regards to your shell scheme or stand space

Bespoke arrangements can be tailored to your needs and vision; all requests must be sent to Ms Yin Yin at [Innogen \[yinyinmok@innogen.com.my\]\(mailto:yinyinmok@innogen.com.my\)](mailto:yinyinmok@innogen.com.my) who will assist you with any bespoke request.

17. Marketing materials/flyers/ brochures

All marketing materials including flyers and brochures must remain within your designated stand whilst the event is open. There is a charge for placing marketing collateral at points outside of the exhibitor area and indeed outside of your dedicated space. Any unauthorised material found by the organiser on the day and placed without prior agreement will be removed and destroyed. Please contact us if you wish to extend on your presence or marketing activity during the event.

18. Requesting further opportunities for profiling onsite

There are many opportunities for sponsorship and profiling onsite. Sponsorship opportunities range from a 'Lead Sponsor package' to sponsor of the conference App or delegate bags, please visit the conference website for full details about sponsorship as well as making a requests for bespoke packages or contact nigel.kay@ihra.net.

19. Exhibitor Badges

Exhibitor badges must be worn at all times whilst onsite including set up and breakdown. Each stand is allowed a maximum of two badges per stand with access to all areas throughout the conference. Further passes are available for an additional cost. Please contact us for further information. Please ensure that you complete the attached form detailing those who will be present on the day. This form, with all requested sections complete should be returned no later than 1st October 2015.

20. Furniture Hire

Those wishing to hire furniture are able to do so via Innogen. Please be mindful that whilst Innogen will be present on the day all orders for items must be received no later than 15th September 2015. **Please complete Innogen Form 3 or contact yinyinmok@innogen.com.my**

21. Lighting on your stand

All stands come complete with **x 2 100 watt spotlights**. All exhibitors who require extra lighting should notify both Innogen and HRI. All requests should be made no later than 15th September 2015. Under no circumstances should an exhibitor seek to adapt, modify or interfere with the electricians when exhibiting. **Please complete Innogen Form 4 or contact yinyinmok@innogen.com.my**

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22. Requests for Floral Arrangements

Should you require the services of a florist please contact Pure Seed at info@pureseed.com.my to discuss your request. Please visit www.pureseed.com.my for more information regarding floral arrangements and the services on offer. All requests and purchases remain a sole relationship between exhibitor and supplier.

23. Food and Beverage for Sponsors

Each stand cost includes refreshments and lunch for **two** people only. Further charges will apply should you wish to invite further representatives - please contact HRI for information pertaining to additional costs. Mid-morning as well as mid-afternoon refreshments will be served 15 minutes in advance, lunch 30 minutes ahead of the times listed in the programme. This should allow sufficient time before delegates break. HRI would request that no eating takes place on stands.

24. Dispensing Food and Drink on stands

The Royale Chulan hotel operates a strict policy with regards to dispensing food and beverages from stands due to Health and Safety. Under no circumstances should an exhibitor or sponsor bring their own food or beverages on site to dispense to delegates. Should an exhibitor wish to offer any form refreshments or snacks during the conference then prior agreement **MUST** be sought from both organiser and venue.

25. Balloons & Inflatables

The use of balloons in the exhibition area requires the permission of the organiser, Harm Reduction International and the venue. Please contact nigel.kay@ihra.net for further information.

26. Laser / Strobe Lights

The use of laser lighting is not permitted at the conference and HRI reserve the right to ask that any lighting which is deemed inappropriate, likely to cause offence, harm or not appropriate, be removed immediately.

27. Hazardous Waste

All hazardous waste remains the responsibility of the exhibitor whilst onsite. Charges will occur for those who leave hazardous materials or waste behind after the exhibition closes. **There is no provision of sharps boxes by the organiser during the event for exhibitors.** Should you have any queries then please contact nigel.kay@ihra.net for further information

28. Dispensing of sensitive information/collateral

HRI kindly requests that if any sensitive information is dispensed it is done so to only those attending the conference and that all information is carefully collected, re packed or disposed of in the appropriate manner after the exhibition closes.

29. This Year's Official Handler for HR 2015

Harm Reduction International has appointed the services of R E Rogers Malaysia (**Please see section 45 for full contact details**) as its official handler please see visit www.rogers-asia.com for further information about their full services. All exhibitors and sponsors are of course at liberty to use their own handlers but HRI recommend for your ease and comfort R E Rogers.

ALL contracts are solely between that of a sponsor and handler as well as any requests for funds for the provision of their services. Additionally it is an exhibitor's responsibility to ensure that all legal requirements are met for deliveries and their entry into Malaysia.

HRI accepts no liability and will be unable to support, negotiate and facilitate either before, during or after the event regarding any arrangements regarding the importation of goods. Further information about Malaysian customs and excise can be found by visiting www.customs.gov.my/en

Please be aware of the following key dates when shipping items to the conference.

To ensure that your items have cleared customs and arrive on time at the exhibition please be aware of the following times;

Sea freight	Latest	14 days prior to the event
Air freight	Latest	10 days prior to the event
Films Video Tapes	Latest	30 days prior to the event

Any cargo arriving after the above dates will be subject to a (minimum) late arrival surcharge of 25% of any initial total amount. NB, insufficient time may mean that items will not be able to imported as temporary goods and may be treated as permanent imports incurring extra charges. These charges will then have to be passed on by R.E. Rogers to the exhibitor.

ATA Carnets are accepted into Malaysia. Please follow the advice and guidance listed in the documents mentioned below.

!! IMPORTANT !!

Please complete the following R.E. Rogers Malaysia, Form OPR.F. 002 - Request for Handling and see R.E Rogers General Shipping Instructions & Handling for all requirements and restrictions or contact amirul@rogers-asia.com

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30. Individual/ Small Deliveries & collections to the venue

All reasonable packages (NOT being delivered with this year's official handler) will be accepted 10 days prior to the conference only with the requirement that all deliveries are agreed in advance directly with the Royal Chulan, please contact siti.sales@theroyalechulan.com.my. Please note that it is not permissible to have items sent sooner than this and large items may be declined, HRI would advise using this year's official handler Rogers Malaysia for larger items.

All individually sent items will be made available for collection on the morning of 18th October from the dedicated HRI Secretariat room. A map will be positioned immediately on entry into the exhibition area detailing the secretariats position. Please contact nigel.kay@ihra.net should you require further information.

NB: There is no storage onsite during the event and as a result exhibitors must make their own provision. We would advise all handlers to source their own offsite storage in advance or alternatively contact R E Rogers- this year's appointed handler for further information.

All items must be clearly marked C/O HRI with a stand number (where applicable), contact name and contact telephone number clearly visible. All items must be addressed to;

Concierge Department
Hotel Lobby
Royal Chulan Hotel
5 Jalan Conlay
Kuala Lumpur
Wilayah Persekutuan
Kuala Lumpur
50450, Malaysia

Unfortunately HRI are unable to deliver or collect items to and from stands. Sponsors are responsible for collecting boxes and packages prior to the event. It is a sponsor's responsibility to ensure that any remaining items are re packaged and subsequent delivery arranged after the conference.

HRI assume no responsibility what so ever regarding individual deliveries and collections. All deliveries must be confirmed in advance with the venue please contact siti.sales@theroyalechulan.com.my.

NB: All items left on stands after the exhibition closes will be destroyed and disposed of.

31. Insurance

All exhibitors are strongly advised to make provisions for their own insurance whilst at the event as well as whilst their goods are in transit. The organiser accepts no liability pertaining to the event either before, after or whilst on site. **NB: Exhibitors may be asked to demonstrate proof of suitable insurance when exhibiting.**

32. Visa arrangements for sponsors

Securing a visa is the sponsors own responsibility and Harm Reduction International is unable to offer any assistance other than, on some occasions, presenting a letter of invitation. These letters are available to only those confirmed to attend and remain at the discretion of HRI. HRI accepts no responsibility what so ever should the refusal by the Malaysian authorities impede on entry into the country for those intending to take part in the conference. Please visit www.onestopmalaysia.com or contact nigel.kay@ihra.net us for further information.

33. Photography and Filming

HRI will, during the course of the conference be filming and photographing the event. Both footage and images will be used by HRI for promotional purposes. These images will be used for post conference communications as well as promotion for future events. HRI will automatically assume that all exhibitors and sponsors are happy with images being taken unless otherwise notified. HRI reserve the right to all images captured.

34. Extra representatives' onsite and access to the conference

All stands are automatically allocated two (x2) name badges offering access to all areas of the conference. However, HRI asks that stands are manned at all times with at least one person. Extra badges are available on request and carry an additional charge. All requests must be made by 1st October 2015. Please email nigel.kay@ihra.net for further information.

35. Accommodation at the venue for those wishing to stay

The Royale Chulan is a five star hotel inspired by traditional Malay architecture and is located in the very heart of the city. It offers 4 restaurants, 2 bars, a pool and other leisure facilities visit <http://web.theroyalechulan-kualalumpur.com>

For those wishing to stay at the hotel, HRI has secured dedicated reduced rates for those attending the conference. These rates are sold on a first come first served basis, and require an additional 6% local tax. All rooms are available both three days before and after to the event with rates available until the 15th July.

Costs to stay at the Royal Chulan

Per Room Per Night	Superior Room (40sqm)	Deluxe Room (41sqm)	Premier Room (41sqm with a pool view)	Royale Club (46sqm with special Royale Club facilities and benefits)
Special rate Single:	RM 400.00	RM 430.00	RM 460.00	RM 630.00
Special rate Double:	RM 430.00	RM 460.00	RM 490.00	RM 670.00
Published rate:	RM 895.00	RM 950.00	RM 1,010.00	RM 1,125.00

Additional beds are chargeable at RM 170.00 inclusive of breakfast.

To reserve your room visit www.ihra.net/royale-chulan

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EXHIBITOR MANUAL

36. Alcohol on site

Alcohol is served on site at the Royal Chulan but only in dedicated areas. As a mainly Islamic country certain restrictions may apply, particularly during certain religious holidays. We ask exhibitors to be respectful of any potential restrictions at all times.

37. Parking on site for exhibitors

Parking is available on site with 24 hour valet services. Exhibitors may use the parking facilities at a flat rate of RM 8.00 per entry. Please visit the concierge desk for further information.

We would strongly advise those wishing to park large vehicles onsite during the conference to contact the venue in advance please email sales@theroyalechulan.com.my

38. Transport to the airport Kuala Lumpur International Airport

Kuala Lumpur International Airport (KLIA) is situated about 70km south of the city centre. There are various ways of connecting with the airport.

The Royale Chulan Hotel offers a private hire service to take guests to and from the hotel. The cost of this service is listed below as well as the average cost when using a Taxi to KLIA

Private Hire Service

Type of vehicle	Rate RM (one way)	Rate RM (two ways)
Mercedes E Class	280.00	560.00
Alphard	420.00	840.00
Camry	230.00	460.00
Airport Limousine	320.00	640.00

Estimation of standard Taxi Fares

Type of Vehicle	Estimated Rate RM
Executive Taxi	130.00 - 150.00
Taxi	80.00 - 90.00

NB: Always confirm a taxi fare in advance of your departure

KLIA Express

The main public transportation hub is at KL Sentral, which offers connections to and from KLIA (Kuala Lumpur International Airport). KL Sentral is situated only a short distance from the Royal Chulan and offers a quick and affordable alternative for those on a budget. Please visit www.kliaekspres.com for further information as well purchasing your tickets in advance.

39. Moving around Kuala Lumpur

Traveling around Kuala Lumpur is safe and easy. The city has an extensive network of both trains, monorail and buses, all running on time, quickly and efficiently. Again the main transportation hub for these services is at KL Sentral. As South East Asia's biggest train station, KL Sentral also has trains departing to other regions such as Bangkok and Singapore on a daily basis.

Please visit www.myrapid.com.my for more information regarding operating hours, prices and routes.

40. Local Laws and Customs

Malaysia is a multi-cultural society, but primarily an Islamic country regarding faith. Please be aware of this during your time in Malaysia. We would like to remind those attending the event to be mindful of all local laws and customs.

You should dress modestly, particularly in conservative and rural areas and particularly when visiting places of worship. Those who identify themselves as Muslim, should also be aware that you may be subject to local Shari'a law.

There are severe penalties for all drug offences. You could be asked to take a urine test on arrival in Malaysia if you are suspected of having used drugs before your visit. If the test is positive, you could be referred for rehabilitation treatment or deported.

41. Security

The hotel has 4 members of security on site at all times and the exhibition area will be monitored by a dedicated security guard when the exhibition closes. However we would advise that all items deemed to be valuable are either removed or safely secured in a pre-agreed area within the hotel. Please contact the hotel directly www.theroyalechulan-kualalumpur.com via its dedicated 'contact us' section.

HRI accept no liability with regards to loss, theft or damage.

42. Security Tips

Please do not leave small electronic equipment such as laptop computers, monitors, mobile phones, personal hand-held electronic devices unattended in your exhibition booth, especially overnight.

**Cover your products before and after show hours.
Report any loss or damaged property to the Conference Team immediately.**

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43. Fire Evacuation Procedure

'Break Glass Points' are located throughout the hotel, as well as a sprinkler system which is activated by heat, and is located in all guest rooms and most public areas. A Public Address system covers the entire hotel and reaches into all guest rooms.

Once a smoke detector, break glass point or sprinkler has been activated alarm bells in that zone will be also be activated, **the alarm bells will be left to ring for 30 to 40 seconds and will then be isolated.** This is the **pre alarm to alert all staff and guests that there might be an emergency in the hotel.**

When the emergency has been verified and confirmed, the alarm bells will be switched on again and left on during the evacuation of the hotel, an evacuation announcement will also be made through the public address system.

The nominated Assembly Point will be the **garden area at the Kuala Lumpur Craft Complex.**

44. Full Contact details for this year's official contractor

Contact Person	Ms Yinyin Mok
Address	No 1 Jalan Perusalan 1 Taman Industri Selesa Jaya 43300 Balakong Selangor Malaysia
Telephone	00 60 38961 1108
Fax	00 60 38961 0687
Email	yinyinmok@innogen.com.my

45. Full contact details for this year's official handler

Contact Person	Mr Syed Amirul Hafdz
Address	R.E. Rogers (Malaysia) SDN. BHD No 7 Jalan Warden U1/76 Taman Perindustrian Batu Tiga 40000 Shah Alam Selangor Malaysia
Telephone	00 603 551 08611
Fax	00 603 551 06296
Email	amirul@rogers-asia.com info@rogers-asia.com
Website	www.rogers-asia.com

46. Emergency contacts

If for any reason during the conference you have an emergency please contact, either Nigel Kay, Conference Manager for HR 2015 or Gill Bradbury for more specific medical support. If the police, ambulance or fire services are needed, please alert hotel staff immediately so that they can assist you.

24hr Emergency Contact
International Conference Manager for HR 2015

08:00 - 17:30 (with out of hours service)
Onsite Medical Services

Ms Gill Bradbury Email: medical@ihra.net

EMERGENCY SERVICES ACROSS MALAYSIA

Ambulance & Police 999 or 112
from a mobile/cell phone

Fire Brigade 994 or 112
from a mobile/ cell phone

47. Medical Support

Medical support will be provided throughout the conference and the position of the medical centre noted along with emergency number via the conference App as well as key information points on the day. Please email medical@ihra.net should you have any questions in advance of your trip.

48. Conference website address

HR 2015 has a dedicated conference website which has been created to accommodate the many different aspects a large international requires. This website will be updated on a regular basis before the event. Please visit www.ihra.net/conferences for further information

49. FORMS Check list - provided separately

50. FORMS HRI 006 Onsite Contact Information - provided separately

51. FORMS HRI 007 Exhibitor Badges - provided separately

52. FORMS INNOGEN - provided separately

53. FORMS R.E. ROGERS MALAYSIA - provided separately

Thank you for supporting this event and we look forward to welcoming you to HR 2015

The Conference Team
Direct Dial 00 44 207 717 1592
Email conference@ihra.net

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THE 24TH
INTERNATIONAL
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18-21
OCTOBER
KUALA LUMPUR
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CALL FOR LEADERSHIP
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HARM REDUCTION
INTERNATIONAL



SUPPORT SOKONGAN
COMMUNICATION KOMUNIKASI
SAFETY KESELAMATAN
RESPECT HORMAT
TRAINING LATIHAN
EDUCATION PENDIDIKAN
CHANGE PERUBAHAN
PARTICIPATION PENYERTAAN
HUMAN RIGHTS HAK ASASI MANUSIA
EMPATHY EMPATI
KNOWLEDGE PENGETAHUAN
INCLUSION KEMASUKAN
COMMUNITY KOMUNITI
INFORMATION MAKLUMAT
TRUST KEPERCAYAAN
BEST PRACTICE AMALAN TERBAIK
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REPRESENTATION PERWAKILAN
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