

BE NEWSLETTER

JANUARY 2025 | Vol.01









Mark Your Calendars

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- ★ Training Programme

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Innovating Connections, Inspiring Growth

In 2025, MACEOS will prioritise national standards for PEOs, PCOs, and event spaces, alongside digital transformation initiatives. Expanding regional outreach and fostering inclusivity will further strengthen the business events ecosystem. Together, we aim to position Malaysia as a global leader in business events through innovation, collaboration, and excellence.



2INTERNATIONAL BUSINESS EVENTS FORUM

"Empowering Asia Pacific through Business Events"

27 - 28 FEBRUARY 2025

Sabah International Convention Centre KOTA KINABALU, SABAH, MALAYSIA





Jointly Organised By







Dear Members and Industry Colleagues,

As we embark on 2025, we reaffirm our commitment to embracing new opportunities, addressing industry challenges, and making a meaningful impact on the communities we serve. This year, our focus is clear: driving innovation, inspiring excellence, and solidifying Malaysia's position as a global leader in the business events industry.

Key Initiatives

*Setting the Benchmark: National Standards for Excellence in Business Events

The establishment of national standards for Professional Exhibition Organisers (PEOs), Professional Congress Organisers (PCOs), and Convention, Exhibition Centres, and Event Spaces is a major milestone for Malaysia's business events sector. Developed in collaboration with the Department of Standards Malaysia (JSM) and the Malaysia Convention & Exhibition Bureau (MyCEB), these standards will serve as critical benchmarks for quality and professionalism. Slated for implementation in Q2 2025, they aim to elevate Malaysia's reputation as a premier destination for world-class business events.

* Driving Innovation: Embracing Digital Transformation in Business Events

Digital transformation remains a cornerstone of our strategy to future-proof the industry. Through targeted workshops and initiatives, we aim to equip our members with advanced tools, such as artificial intelligence, hybrid event platforms, and cutting-edge data analytics. These innovations will empower our members to lead as trailblazers in the ever-evolving business events landscape.

* Strengthening Connections: Regional Outreach for a Unified Industry

On a regional scale, we are expanding our reach across the Northern and Southern regions, as well as Sabah and Sarawak. Our regional chapters will champion initiatives that foster meaningful networking, create opportunities, and enhance collaboration with local stakeholders. Together, we are building a cohesive and dynamic ecosystem that drives growth and unity across the nation.

Wishing you a joyful 2025 & a prosperous Chinese New Year, filled with happiness, good health, and success!



The accomplishments of 2024 have set a strong foundation for 2025, but our progress is only possible through collective effort. I extend my heartfelt gratitude to the MACEOS Executive Committee, the Secretariat, and our key partners — including the Malaysia Convention and Exhibition Bureau (MyCEB), Business Events Sarawak (Sarawak Convention Bureau), Penang Convention and Exhibition Bureau (PCEB), Sabah Convention Bureau, and MATRADE — whose unwavering dedication and support have been instrumental in our achievements. With their leadership and the continued collaboration of our members, partners, and stakeholders, we can rise to challenges, seize opportunities, and create lasting legacies for our industry and the communities we serve.

Your membership forms the foundation of our association's strength and sustainability. By supporting us, you empower impactful initiatives, champion industry growth, and drive us to new heights of excellence. As we welcome this promising new year, we invite each of you to join us on this exciting journey. Together, let's innovate boldly, inspire change, and achieve shared success, ensuring Malaysia's position as a leader in the global business events industry.

Here's to a year filled with possibilities, achievements, and shared success.

Datuk Dr M Gandhi

President of Malaysian Association of Convention & Exhibition Organisers & Suppliers (MACEOS) for term 2024-2026



Redefining Impact : Business Events as Catalysts for Nation Building

I wish to extend my heartfelt gratitude to Business Events Sarawak (BESarawak) and the Government of Sarawak for organising the exclusive preview for Legacy 360 and AI Legacy.

The introduction of AI Legacy, a groundbreaking technology platform developed in collaboration between BESarawak and UNIMAS, marks a pivotal moment for the Business Events industry. By transparently measuring the true contributions of Business Events, beyond the conventional economic impact multiplier, this platform underscores the far-reaching value these events bring to businesses, the economy, and society as a whole.

I commend Sarawak's leadership in advocating for the holistic value of Business Events and demonstrating their integral role in nation-building.

It was an honour to represent MACEOS at this significant event. I was deeply impressed by the unwavering support and engagement from the Sarawak Government and industry leaders. The commitment shown by the Honourable Dato' Sri Hj Abdul Karim Rahman Hamza, Minister of Tourism, who participated throughout the entire three-hour session, reflects Sarawak's dedication to the growth and success of Business Events.

The panel discussion preceding the launch was equally inspiring, shedding light on the authentic impact of Business Events. My sincere appreciation goes to Datuk Dr Chang Kee Hii, Deputy State Secretary of Sarawak; Amelia Roziman, ABS, CIS, CEO of BE Sarawak; and Jane Vong Holmes of ICCA for their valuable insights. The session was expertly moderated by Rose Bruce, CED.

Lastly, I extend my congratulations to the Long Service Awardees of BE Sarawak for their well-earned recognition. Their dedication continues to drive the industry forward.

Datuk Dr M Gandhi, MACEOS President





A panel session titled Business Events for a Sustainable Future, featuring notable speakers:

- * Datuk Dr Chang Kee Hii shared the Sarawak government's plans for integrating legacy practices.
- *Amelia Roziman highlighted the progress of the Legacy Impact Master Action Plan 2023-2025.
- **★Datuk Dr M Gandhi** explored balancing economic growth with social impact.
- *Jane Vong Holmes emphasised the global importance of talent sustainability in legacy-building.

Driving Legacy, Empowering Sarawak

Amelia Roziman, CEO of BESarawak

- Insights from Amelia Roziman, CEO of BESarawak

Legacy360 is positioned as a game-changer for the business events industry in Southeast Asia. How do you envision it transforming Sarawak into the legacy capital of business events by 2030, and what key milestones have been achieved so far?

LEGACY360 has incredible potential to help Sarawak achieve the legacy capital goal by embedding purpose and measurable impact into the core of business events. It positions Sarawak as a global leader in purpose-driven thought leadership thus attracting stakeholders with a similar mindset. With LEGACY360, we are promoting the sector's priority in legacy building, celebrating the stories and achievements that shape change, and creating an inspiring platform for community building.

Some key milestones achieved:

- 1. Launch of **AI. LEGACY**, world's first intelligent impact system. You can now measure, monitor and report your impact and make the intangible, tangible.
- Launch of Borneo Inspires Legacy Awards 2025: BILA 2025 is the celebration element of LEGACY360. Our aim is for legacy makers to be seen, heard and honoured for their contributions to Sarawak.
- 2. Hosting the preview **LEGACY360 Forum**: SEA's first forum dedicated to business events places Sarawak as a pioneer in legacy-focused business events and proves that we deeply believe in your power to transform the world through events.

We see the capacity for Sarawak to be bigger than the legacy capital of business events in Malaysia and Borneo, but to be the global hub for transformative change — a place where visionary thinkers, innovators, and change-makers meet to create meaningful, world-changing impacts. Sarawak is where ideas turn into action.

The AI.LEGACY Intelligent Impact Management System is a unique innovation. Can you elaborate on how this system will guide event planners in creating measurable legacies and what sets it apart from traditional impact measurement tools?

Unlike traditional impact measurement tools, AI.LEGACY integrates advanced analytics and real-time data processing to guide planners in creating purposeful, measurable outcomes for their events. They now have the power to understand their event's impact and move forward in their impact creation and legacy building. Compared to other tools on the market, AI.LEGACY focuses on the long-term legacy creation across social, economic, and environmental dimensions, rather than one particular dimension.

It's a highly functional system for event planners (we now call strategic partners) that produces automated and simplified impact assessments with real-time insights. From our market research, such data can be strong evidence to attract new revenue channels and validate activities and outcomes to stakeholders.

Whereas traditional measurements are often retrospective, AI.LEGACY facilitates proactive legacy planning so planners can embed their legacy goals at the beginning of the event design process. The system is scaleable, adapting to events of all sizes from small meetings to global conventions, to ensure accessibility for a wide range of planners.

With the launch of initiatives like the Borneo Inspires Legacies Awards and the I AM LEGACY movement, how is BESarawak fostering a culture of collaboration and individual empowerment in driving meaningful business event legacies?

This year's initiatives are designed to craft the legacy narrative from hosted events and inspire collective action toward building a sustainable and impactful business events ecosystem.

We are fostering a culture of collaboration by recognising and celebrating shared goals through BILA. What's great about BILA is that it promotes inclusive participation, enabling both Malaysian and international stakeholders to join and ensuring that legacy creation is a shared responsibility. With a diverse range of nominees, the chances of cross-cultural collaboration are much greater.

I AM LEGACY is a movement of empowerment; a message that every individual, from event planners and attendees to those behind the scenes such as media partners and performers, plays a critical role in creating legacies that matter. I AM LEGACY amplifies voices and empowers individuals to share their stories. We believe that legacy is not just in business events, but it is created every day in the things we do in our own lives.

We want business event outcomes to support community needs, from economic upliftment to skill development and sustainability initiatives. It starts by realising that everyone has the power to shape the future – our actions create a ripple effect and will motivate others to participate in legacy-driven efforts.

BESarawak's vision is to drive thriving and sustainable business events in Sarawak by establishing the destination as an ASEAN leader in economic and social transformation, or legacy impact. Our initiatives amplify the message that business events are not just transactional but transformational.

We are building a collaborative ecosystem – a true community – where individuals can see themselves as agents of change. What Sarawak offers in 2025 and beyond is a complete package that creates measurable and impactful results – great for Sarawak's market positioning AND the business events ecosystem!





FACT SHEET

Tribe Legacy Sarawak campaign in 2025 focuses on delivering our brand promise of "Driving Impact Together" as we move towards the year of transparent, measurable and trackable legacy impact of business events.

The campaign and brand promise is aligned with the Sarawak Government's Post COVID-19 Development Strategy 2030, reinforcing our supporting role in achieving economic prosperity, social inclusion and environmental sustainability through business events.

Tribe Legacy Sarawak is about building a strong and positive perception of Sarawak as a world-class business events destination through a series of strategic initiatives.

EGACY360

LEGACY360 is a pioneering forum focused on shaping the future of the business events industry by creating lasting, positive legacies. It brings together global leaders, decision-makers, and experts to explore strategies that go beyond economic impacts, aiming to drive sustainable social, environmental, and economic contributions that leave a meaningful mark on both local and global communities.

As the first forum of its kind, LEGACY360 introduces a 360-degree approach to legacy, addressing both global and regional challenges. It encourages innovation and collaboration to ensure that business events today have long-term benefits for society.

AI.LEGACY is an advanced tool powered by Artificial Intelligence (AI) designed to help event organisers track, validate, and amplify the impacts of their events across social, economic, and environmental dimensions. It provides insights that support more informed decision-making, enhancing the sustainability and long-term benefits of events.



BILA recognises and celebrates exceptional contributions and achievements in the global business events sector. The award honours regional and global leaders who have made significant impacts, leaving lasting legacies in their sector, organisation, and communities through business events.



Uniting Stakeholders, Driving VM2026 Success

MOTAC, through Tourism Malaysia, hosted an engagement session on 9th January 2025 to support the Visit Malaysia 2026 (VM2026) campaign, which was launched by Prime Minister YAB Dato' Seri Anwar Ibrahim on 6th January 2025. Led by YB Dato Sri Tiong King Sing, the session gathered key stakeholders to discuss the VM2026 roadmap, focusing on strategies to create demand, increase traffic, and target key markets. Key highlights included updates on incentives such as GAMELAN, GSSP, and GSPC, along with a business matching session to strengthen collaboration. A notable moment was the exchange of VM2026 Collaboration Certificates with 39 strategic partners, underscoring the commitment to achieving the campaign's target of attracting 35.6 million tourists and generating RM147.1 billion in revenue.

MACEOS RESEARCH INNOVATION

Factors Influencing Technology Usage among Event Attendees

Factors Influencing Technology Usage among Event Attendee

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Abstract: The digital proliferation and business innovation where ICT plays an important role in enhancing event experiences, has transformed the event industry to fundamentally deal with understanding the attendees' experience at events. The purpose of this study is to examine the factors that contribute to event technology usage among event attendees and how it influences them. A total of 202 sets of data were collected from the event management students in UTIM Puncak Alam through a convenience sampling approach from several online platforms. The results were analyzed using SPSS by conducting reliability analysis, correlation analysis, and regression analysis. The result of this study found that there was a significant relationship between memorable experiences, perceived value, and enjoyment of technology usage. The limitations, recommendations, and implications of the study were suggested for future research.

Keywords: Memorable Experience, Perceived Value, Enjoyment, Technology Usage, Event Attendees, Event

1. Introduction and Background

Technologies in these modern days are the pillar for any support of professional business services where it provides any good information objectives and communication technologies (ICT). Event organizers that operate in the industry are using technologies to help them in event planning and organization (Rogers & Wymn-Moylan, 2022). Technology in event industries is also known for dynamically embracing changes in any situation to meet customer satisfaction and expectations and delivering an outstanding experience (Pine & Gilmore, 1999). The types of technologies that are being along with the modern and upgraded system are online registration and ticketing event mobile apps, and engagement technology such as polls, apps, and live engagement. To add, other technologies are being created as smartphones are being upgraded every year which also creates a new ecosystem by including Virtual Reality (VR), Augmented Reality (AR), and Artificial intelligence (AI). Technologies in the event industry context also help organizers enhance users' experiences and keep them up to date by using smart access, payment systems, and any event apps. In addition, crafting memorable experiences relies on various elements including encouraging regular attendee participation.

Offering suitable activities, addressing relevant topics and contemporary focus, and tailoring them to a sizable range of audiences (Ryan, Fenton, Ahmed & Scarf, 2020). Covid-19 has created an impact on the tourism industry where this sector is struggling through the policies of traveling that have been prohibited throughout the world. Recent studies show that the maximum loss in the event industry loss is more than \$666 million due to the cancellation of traveling and events. This also causes 85.9 million unemployed

KEY INSIGHTS

The study found that memorable experiences, perceived value, and enjoyment significantly influence technology usage at events, accounting for 68% of the variance in technology adoption.

Access Article



Connect Author



Develop Case Study with MACEOS



The MACEOS Research Innovation Committee is excited to collaborate with esteemed academies and research centers nationwide. This partnership drives impactful research, delivering valuable insights and innovative solutions to benefit all MACEOS member.

Key Factors Shaping Technology Usage Among Event Attendees

This study explores the key factors driving the use of technology by event attendees, with a focus on memorable experiences, perceived value, and enjoyment. Data was gathered from 202 event management students at UiTM Puncak Alam and analyzed using SPSS software. Findings indicate strong correlations between these factors and attendees' adoption of event technology. The article also highlights the study's limitations, offering valuable recommendations and insights for future research in this area.



Striking Off 2025: MACEOS Community Bowling Kickoff

The MACEOS Bowling Tournament 2025, held on 15th January 2025, was a vibrant and exciting gathering that brought the MACEOS community together to kickstart the year with energy and a strong sense of unity. Congratulations to all the winners for their outstanding performances — their dedication and skill truly lit up the lanes! Here's to a smooth and successful 2025, just like the way you all excelled during the tournament.

Winners:

- **★ Champion:** Connexion Conference & Event Centre (CCEC) Nexus
- **★ 1st Runner-Up:** R Poseidon @R.E Rogers
- **★2nd Runner-Up**: Connexion Conference & Event Centre (CCEC) Vertical
- **★ Best Male Bowler:** DSV Arif
- **★ Best Female Bowler**: R Poseidon Tirah



Mark Your Calendars

- 2025 - 2026





















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MALAYSIA'S



















Empowering Asia Pacific through Business Events



Expert Insights and Strategies

Gain actionable insights from thought leaders through discussions on topics like sustainable tourism, leadership development, and the future of business events.

5 Key Reasons to Say "YES" to BE in Sabah!



Networking Opportunities

Connect with industry leaders, professionals, and stakeholders from across East ASEAN and the Asia Pacific to build valuable partnerships and expand your professional network.and the future of business events.



Collaborative Growth Opportunities

Engage in meaningful dialogues that empower attendees to unlock new opportunities, embrace innovation, and contribute to the growth of the regional and global business events landscape.s.



4

Innovative and Sustainable Practices

Discover the latest trends in sustainability, community-based tourism, and ESG (Environmental, Social, and Governance) principles to foster long-term success and create meaningful impact in the BE industry.

5

Experience Sabah's Unique Appeal

Experience Sabah's natural beauty, cultural heritage, and world-class infrastructure, positioning it as a premier destination for impactful business events.

A Warm Welcome to BE in Sabah from Ybhg Datuk Dr. Hajah Rosmawati Haji Lasuki J.P

Organising Chairperson of BE in SABAH, MACEOS Sabah Chair (2024 - 2026) CEO of Sabah International Convention Centre (SICC)

Explore More - Scan the QR Codes







BE in Sabah Highlight Video

BE in Sabah Speakers

SICC Official Video

0ein SABAH

2ND INTERNATIONAL BUSINESS EVENTS FORUM

EMPOWERING ASIA PACIFIC THROUGH BUSINESS EVENTS

27th-28th February 2025

Sabah International Convention Centre (SICC), Kota Kinabalu, Sabah, Malaysia

Sabah is emerging as a premier gateway for business events (BE) in East ASEAN, strategically positioned to connect a thriving population of approximately 80 million. With its modern infrastructure, stunning natural beauty, and rich cultural heritage, Sabah is redefining itself as a vital hub for growth and collaboration in the Asia Pacific region.

The BE in Sabah forum serves as a dynamic platform to harness this potential, leveraging the region's unique assets to strengthen the BE sector. By hosting global industry leaders in an inspiring setting, Sabah offers an unparalleled venue for collaboration and progress. Experience the convergence of innovation, culture, and connectivity as Sabah cements its position as the ultimate destination for impactful business events in the Asia Pacific.





STRENGTHENING THE BUSINESS EVENTS INDUSTRY
Enhance the development and impact of the Business Events sector in the Asia Pacific region.

EMPOWERING BUSINESS GROWTH

Drive economic progress through focused initiatives and strategies.





CULTIVATING LEADERSHIP

Foster strong and effective leadership within the Business Events industry.

LEVERAGING NATURE AND CULTURE

Promote business events by capitalising on the region's natural beauty and cultural heritage.





STRATEGIC BUSINESS PLANNING

Develop and implement resilient business strategies through insightful discussions.



MACEOS MEMBERS

A warm welcome to our newest members! We are thrilled to have you join our growing community and look forward to collaborating with you as we work together to elevate professionalism and standards within the business events (BE) industry we all deeply value. Your support is greatly appreciated, and we are excited about the remarkable achievements we will accomplish together. At present, MACEOS offers three membership categories: Ordinary Members, Associate Members, and Individual Members.

ORDINARY MEMBERS



PatternPink (M) Sdn Bhd

B-06-09 Gateway Kiaramas (Corporate Suites), No.1, Jalan Desa Kiara, Mont' Kiara, 50480 Kuala Lumpur, Malaysia.

Tel: +6013-862 8351

Email: info@patternpink.com.my Website: patternpink.com.my

Category: Stand Designer and Contractor (Booth/Electrical)



Two I Creative Sdn Bhd

B2-2-3, Solaris Dutamas, No. 1, Jalan Dutamas 1,

50480 Kuala Lumpur, Malaysia.

Tel:: +603-8688 3805

Email: enquiry@twojcreative.com.my **Website**: twojcreative.com.my

Category: Event Management Company



MEP Meeting & Exhibition Planners Sdn Bhd

47, Jalan Hujan Rahmat 3, Taman Overseas Union, 58200 Kuala Lumpur, Malaysia.

Tel: +603-7782 9692 **Website:** mep.com.my

Category: Event Management Company



dQuest Ventures

32-Y Lorong Tujuh, Jalan Chor Sin Kheng, 11500 Ayer Itam, Pulau Pinang, Malaysia.

Tel: +6012-428 0578
Email: dquestv@gmail.com
Website: www.eventsupplier.my
Category: Event Specialist



Jumpakom Sdn Bhd

Lot 11-2, Lido Plaza, Jalan Lido Plaza, 88300 Kota Kinabalu, Sabah

Tel: +60128334991

Email: support@jumpakom.my

Website: jumpakom.my

Category: Sales, Activation and Marketing Agency



Individual Member

- Datin Saadiah Binti Abdul Rashad
- · Lee H'ng
- Noriswady Nor Azman
- Salwati Binti Abdul Karim







MACEOS M A L A Y S I A

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Stay Connected:





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Deputy General Manager : G'ny Chin **Senior Executive :** Holiday Tan

Media Agency: Adelston Media Sdn Bhd

MACEOS is amplifying the Voice of Business Events through five key strategies outlined in the MACEOS Strategic Roadmap (MSR) 2030:-

- Embracing Digital Transformation
- Upholding Professional Standards
- Strengthening the Business Events Community
- Up-skilling the Industry Workforce
- Crafting a Clear Narrative for the Business Events Industry

Business Events (BE) is essential for economic growth and nation building. Let's collaborate to drive the positive growth of the BE industry, ensuring mutual benefits for all stakeholders.

- * Advertising opportunities are now available in MACEOS Newsletter. For advertising enquiries, please contact
- MACEOS Secretariat at secretariat@maceos.org.my or
- Adelston Media at benewsletter@adelstonmedia.com