



Forest Skywalk Standard Operating Procedure

Forest Research Institute Malaysia (FRIM)

Effective 21 September 2021

Phase Three of Movement Control under the National Recovery Plan (PPN)

Ecotourism Section,

Ecotourism and Urban Forestry Program

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| Operating day and time | Saturday to Thursday (except on main public holiday) Friday closed | Visiting hours: 8.30 a.m.–12.30 p.m. Staff will be on duty 7.30 a.m.–2.00 p.m. |
| Capacity of staff | 6 people (1 at the ticket counter, 1 at the foyer, 1 at the entrance of Forest Skywalk, 3 on Forest Skywalk). | |
| Daily carrying capacity | Not exceeding 160 people (PPN) Note: Booking of activities for more than 10 people must be made by calling the FRIM Visitor Information Centre (VIC) at 03-62797592/7649. | |

| ACTIVITY AND PROTOCOL AT THE FOREST SKYWALK, FRIM, KEPONG | |
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| Action | Brief Description |
| 1. Security and Infection Control | <ul style="list-style-type: none"> i. Body temperature screening will be conducted at the main entrance for all staff and visitors. All individuals entering the premises (including staff) must provide their name and phone numbers before being allowed to enter any area of the Forest Skywalk, FRIM, Kepong. i. Individuals with body temperature above 37.5 °C or having symptoms of sore throat, cough, flue or shortness of breath are not allowed to enter and need to leave the Forest Skywalk and should seek of medical treatment. ii. It is mandatory for all staff and visitors to wear nose and mouth masks (face masks) and practice physical distancing of at least 2 m during the course of their time on the Forest Skywalk. iii. All individuals are required to always practice personal hygiene by regularly washing their hands with soap and water or using hand sanitiser, and practising the etiquette of sneezing and coughing. iv. Used tissues, face masks and other rubbish must be collected and taken out of FRIM area by the visitors themselves. |

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| | <p>v. The operation of the Forest Skywalk depends on the weather conditions and the management will inform if closure needs to be made.</p> <p>vi. Operation will resume two (2) hours after the weather gets better.</p> |
| <p>2. Visitor Management Control at the Forest Skywalk</p> | <p>i. Tickets are to be purchased online.</p> <p>ii. ALL ONLINE TICKET SALES ARE FINAL. There is no refund.</p> <p>iii. Tickets may be changed to different date only when the Forest Skywalk is closed due to weather. Changes can be made up to 60 days from the original reservation date.</p> <p>iv. Time slots and quotas are as shown in Appendix 1.</p> <p>v. Reservation for FRIM guided tour or Nature Guide can be made online or through VIC.</p> <p>vi. The VIC must submit the list of visitors who have reservation to the Forest Skywalk Management Office at least one day before their date of visit.</p> <p>vii. Forest Skywalk Management Office will only accept ten (10) people per group.</p> <p>viii. For group bookings:</p> <ul style="list-style-type: none"> • A representative must write names and identification card/passport numbers for all group members. • The representative for the group must sign the insurance form. • The representative must bring proof purchase to the counter. <p>ix. A copy of the ticket as proof of payment must be submitted to the staff before the visitor is allowed to enter.</p> <p>x. At any one time, the movement of visitors is in small groups according to the areas is as detailed below:</p> <ol style="list-style-type: none"> a) Not more than five (5) visitors are in the foyer of the Forest Skywalk Management Office. b) Not more than five (5) visitors are in the waiting area for the entrance to the Forest Skywalk. c) Not more than ten (10) visitors are on the Forest Skywalk platform in one round of activity. <p>xi. The maximum number of visitors allowed at any one time in the Forest Skywalk area is twenty (20) people for a period of 30 minutes.</p> |

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| | <ul style="list-style-type: none"> xii. Visitors must always adhere to safety guidelines, facility use rules and hygiene while on the Forest Skywalk. xiii. Visitors must follow instructions given by the staff from time to time. xiv. The briefing to visitors by staff on the Forest Skywalk and its surrounding should take into account the appropriateness of movement as well as adherence to the principles of physical distancing. The recommended minimum space is 2 m² per individual. |
| 3. Cleaning and disinfection control | <ul style="list-style-type: none"> i. The cleaning and decontamination process in public areas (foyer, ticket counters, toilets, hand railing, etc.) must be done before the Forest Skywalk area is open to public. ii. The cleaning process should be done daily before and after the operation. iii. Hand sanitiser must be provided at the registration area of the Forest Skywalk Management Office. iv. Visitors are encouraged to bring their own sanitizer and personal cleaning supplies. v. Visitors are required to keep the hygiene of the premises and surrounding during their visit. vi. All rubbish and wastes must be taken out by the visitors themselves (take in, take out). vii. All staff need to carry out spraying/coating and cold fogging/misting once a week with the support from the Administration Office. |
| 4. Physical Distancing Compliance | <ul style="list-style-type: none"> i. Markings are made on footpaths leading to the Forest Skywalk, in the office foyer and places deemed necessary to comply with physical distancing. ii. Staff and visitors are required to practice at least 2 m of physical distancing while on the Forest Skywalk or when using facilities at the premises (such as toilet, foyer and waiting area). |
| 5. Containment of COVID-19 Awareness Activity | <ul style="list-style-type: none"> i. Staff should provide information on the Covid-19 outbreak and containment methods to visitors. |
| 6. MySejahtera Application | <ul style="list-style-type: none"> i. Staff and visitors are required to download and register the MySejahtera application on their smartphones for close contact tracing. |

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| | <ul style="list-style-type: none">ii. Only visitors who have received a complete 2-dose vaccine injection and have passed the 14th day (two weeks) are allowed to carry out this activity.iii. Staff must provide a record book for the purpose of recording the name of individuals, date, telephone number, body temperature and visit time if the MySejahtera application is not available. |
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Time Slot and Quota during PPN

| Time Slot | Quota for number of visitors | |
|-------------------|-------------------------------------|-------------------|
| | Admission | 50-m tower |
| 08.30 a.m. | 20 | 4 |
| 09.00 a.m. | 20 | 4 |
| 09.30 a.m. | 20 | 4 |
| 10.00 a.m. | 20 | 4 |
| 10.30 a.m. | 20 | 4 |
| 11.00 a.m. | 20 | 4 |
| 11.30 a.m. | 20 | 5 |
| 12.30 noon | 20 | 5 |
| Total | 160 | 32 |

Forest Skywalk admission fee by category

Appendix 2

| CATEGORY | MALAYSIAN (RM) | NON-MALAYSIAN (RM) |
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| STUDENTS (7–17 YEARS OLD) | 8.00 | 25.00 |
| FRIM STAFF | 8.00 | - |
| SENIOR CITIZEN (60 YEARS OLD & ABOVE) | 10.00 | 40.00 |
| ADULT | 15.00 | 40.00 |
| ADDITIONAL 50-M TOWER (BELOW 13 YEARS OLD ARE NOT ALLOWED) | 5.00 | 10.00 |

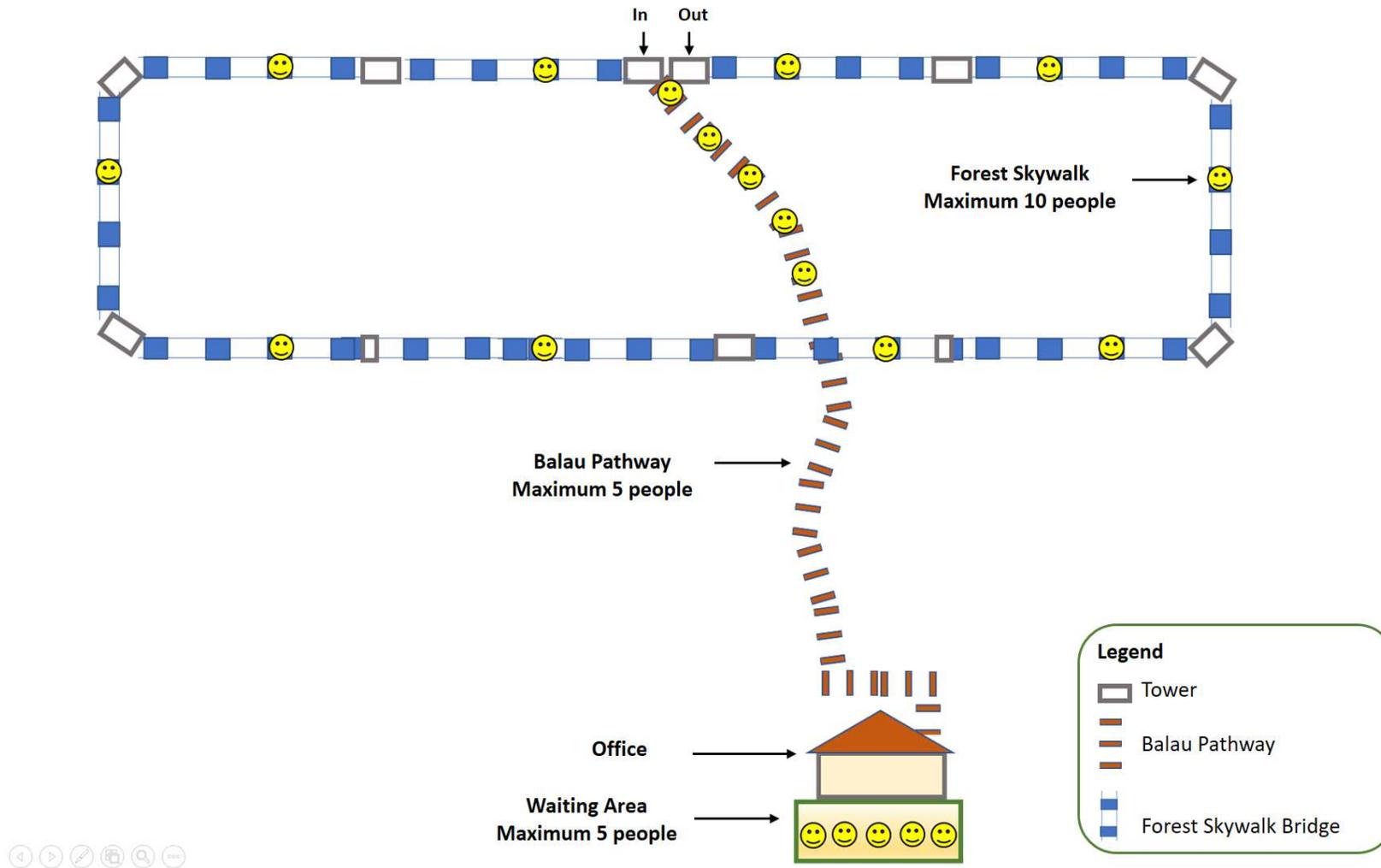


Illustration of the capacity of the Forest Skywalk area that complies with the standard operating procedures throughout the Conditional Movement Control Order